

# Quality Policy

Quality system document

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**Sensofar Metrology**, is a state-of-the-art world-wide technology company for surface metrology, providing research and industrial application solutions across the globe. We express our **commitment to quality** with the following statements:

- **The customer is our focus**

We want to provide our customers the greatest possible value by identifying their needs and expectations and converting them into requirements.

We commit to be an excellent supplier by fulfilling customer requirements in terms of design, performance, reliability, delivery, cost management and technical support.

We want our customers to be satisfied and to remain loyal.

- **Continuous improvement is our culture**

We are never satisfied with the status quo.

We commit to continuously strive to improve by listening to the opinions and initiatives of our customers and employees.

Within this framework, we commit ourselves to establish and review quality objectives and to periodically measure their level of achievement.

We will also periodically review the Quality Policy to keep it appropriate for the purpose of the organization.

- **To be a world reference is our goal**

We aim to be leaders in our field of expertise by promoting and recognizing talent and leadership.

We commit to enhance the skills of management and staff through review and to actively pursue an on-going training policy, the objective of which is to prepare staff to perform their tasks more effectively.

- **Our entire staff is involved in and committed to achieving our goal**

We communicate the quality policy so that it is well understood at all levels in the organization.

Everyone within the company is responsible for maintaining the highest quality standards.

Within this framework, we commit to creating a secure working environment that encourages synergy and creativity, and that recognizes individual contributions so that all team members can feel that they have played a part in our collective achievements.

We measure people's worth by the results they achieve and by the opportunities they have contributed to create.

- **Our core values**

Great Place to Work. We motivate our team to strive towards their greatest potential and performance. We encourage teamwork, cooperation and fairness amongst all team levels.

Innovation, Quality and Partnership are the fundamental values we seek to instill, for a long-term partnership with all of our stakeholders.

Reviewed by:

A handwritten signature in blue ink, appearing to read "Marc Canales".

Marc Canales  
CEO and General Manager

Approved by:

A handwritten signature in blue ink, appearing to read "Roger Artigas".

Roger Artigas  
President