

QUALITY POLICY

BWT S.A. operates and maintains a comprehensive Quality Management System (QMS) with fully documented procedures compliant with the requirements of ISO 9001 *Commercialization, assembly, installation, commissioning and after-sale service of systems of systems and solutions for water treatment and fluid processing* and ISO 13485 *Maintenance and commercialization of water treatment systems for haemodialysis (Medical Devices)*. Our mission is to supply plant and services to meet time, quality and financial targets and any applicable legislative requirements, and as a consequence totally satisfy our customers.

Objectives

- Improve, strengthen and develop our team.
- Ensure the effectiveness of the quality management system is maintained, and improved as appropriate, to comply with requirements and achieve customer and company expectations.
- Study and analyse our context as the strategic vision we want to achieve.
- Continual review of all projects to ensure successful execution for our clients and ourselves.
- Meet and exceed customer expectations of product and service quality.
- Increase our sales and grow our business profitably.

Measures

- Staff performance and training requirements are assessed and any identified training/development requirements are carried out within the agreed period.
- Review of customer complaints, management meetings and internal audits and the time taken to complete actions monitored to ensure timely completion.
- Monthly review of projects and services against schedules and budgets and monitor sales figures and introduction of new and/or modified products.
- Establishment of quality indicators, to measure compliance with the requirements and objectives set in our processes.
- Trend customer complaints and feedback and the time taken to complete actions.
- Participation of senior management in monthly review meetings and production of quarterly financial reports.

The above commitments are endorsed within the BWT S.A. Quality Management System and this policy is the mandate for their application.



Santiago Fernandez
Managing Director