

QUALITY POLICY

Isofoton, as technological leader in the development of Solar Energy Solutions that contributes to Sustainable Development, provides a policy based on **Total Quality Management** model certified to ISO 9001:2008.

Based on **continuous improvement and process excellence** we are committed to overcome the degree of **satisfaction of our customers**, anticipating their needs and providing products of high quality and reliability.

For this purpose, the following guidelines have been established:

- Increase the effectiveness of the Quality Management System, by setting objectives, ensuring availability of resources and regularly reviewing their attainment.
- Enhance quality and continuous improvement as a strategic element in business management.
- Encourage participation and continuous training for all employees, being Quality an essential element in our corporate culture.
- Promote the optimization of processes and elimination of non-quality costs.
- Develop Quality Plans together with our suppliers, fostering mutually beneficial relationships.
- Promote the development and innovation of our processes and products, investing in technological improvement.
- Anticipate our customer's expectations, maintaining continuous contact so that we can assess their degree of satisfaction, always meeting their requirements.

The implementation of this policy is the responsibility of all Isofoton employees.



Diego Serrano
Vice Presidente
20 de julio de 2010