

Like the rest of the companies and organizations of all kinds, BYG, S.A.U. it is part of a changing environment in which excellence in service and management is a necessary requirement for competitiveness, survival and progress.

The CEO of BYG,S.A. U. understands that obtaining an adequate level of quality in the execution of our activities and the permanent maintenance of a continuous process of improving the quality of our service, is an inexcusable requirement to be able to provide our Clients, and all interested parties, with the benefits they hope to obtain.

Aware that a voluntary and enthusiastic effort is not enough, but it is necessary to channel it with a systematic approach that guarantees the functioning and results, it commits to assume a Quality Management System, based on the UNE-EN ISO 9000 set of standards, actively disseminate its content, enhance its application throughout the company and interest all its members to achieve full implementation.

It is a basic objective for the CEO of BYG,S.A. U. obtain the continued increase in the overall performance of the organization, through its commitment to continuous improvement, so the concepts of quality and its management must become a significant part of our culture.

The Quality Management System adopted is based on the development of quality management practices based on everyone's assumption and the agreed application of the following criteria and principles as a reference for action:

- *Maintain permanent contacts with our customers in order to know their needs and continuously improve our products.*
- *Have a flexible organization, easily adaptable to the needs of each moment, oriented to service and customer service.*
- *Commitment to compliance with applicable requirements*
- *Measuring the level of customer satisfaction, by determining and evaluating the critical attributes of our offering, to analyze the data obtained and identify and promote improvement actions that allow us to:*
 - *retain and retain current ones, and*
 - *get new ones*
- *Reduce non-quality costs through the study of detected Non-Conformities and the implementation of the consequent Corrective Actions*
- *Encourage the participation of all staff, as well as their training and training*
- *The provision of the necessary resources, and compliance with the legal and regulatory requirements that apply.*

For all the above, the Ceo of BYG,S.A. U. encourages all staff to follow these guidelines, available for consultation by all stakeholders, and is committed to proactively monitoring the achievement of these goals.