

	<h1>QUALITY POLITICS</h1>	P-0.1
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SYNERGAS, S.COOP., Central Purchase of hardware and industrial supply, with registered office in Oiartzun and warehouse in Beriain, develops the **activity of purchasing and supply management for its partners** of hardware items and industrial supplies for the construction and industrial sectors.

SYNERGAS has defined its mission, vision, values and strategic objectives that are developed within the framework of strategic planning and a quality manual.

SYNERGAS Management is aware that not only adequate material means are sufficient to achieve the required quality.

For this reason SYNERGAS assumes as a **strategic objective**:

- Continuously improve the quality of our services and increase customer satisfaction, through the effective application of a Quality Management System in accordance with the UNE-EN-ISO 9001 standard.

To achieve this strategic objective, SYNERGAS **is committed** to:

- Lead, promote and maintain this process, assigning the necessary means to train the staff and maintain the equipment and facilities properly so that the service meets the established Quality specifications.
- Comply with the requirements specified with the client and the legal and regulatory requirements related to the service.
- Continuously improve the effectiveness of the Quality Management System, by establishing and reviewing Quality objectives.

Our guidelines for action will be based on the following **principles**, both collective and individual:

- Special attention will be paid to the quality of relationships with customers and users.
- Continuous quality improvement is the responsibility of everyone belonging to SYNERGAS in each of their functions and they must transmit this requirement to their collaborators to ensure that improvement is a regular way of operating.
- Deficiencies and errors in daily work, far from being hidden, must be brought out to serve for improvement.

In Oiartzun, July 27, 2021

Signed:



Roman Unamuno

Management