

Quality Policy

Isofoton, as technological leader in the development of Solar Energy Solutions that contribute to human well-being, has established a **Total Quality Policy** based on **continuous improvement** and on a management model according to the standard UNE EN ISO 9001, committed to:

Exceeding our customers' satisfaction, anticipating their needs and providing products of high quality and reliability.

For this purpose, the following guidelines have been established:

- **Optimise the effectiveness of the quality management system, by setting objectives**, ensuring availability of resources and regularly reviewing their attainment.
- Enhance **quality as a basic element in our corporate culture**; reinforcing the "customer-provider" approach in all processes.
- Encourage **participation** and efficient, continuous **training** for all employees, focusing on **groups of quality improvement** as the key to achieve the objectives.
- Promote **planning**, optimising all processes to eliminate non-quality-related costs, and replacing corrective actions with preventive actions.
- **Develop Quality Plans together with our suppliers**, fostering mutually beneficial relationships.
- Participate actively in associations and institutions in order to increase our technological **development and innovation** with the goal of constantly improving quality.
- **Anticipate our customers' expectations**, while 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.



*Ignacio de Colmenares
Chief Executive Officer
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