



This document is part of the QUALITY MANUAL

DOCUMENT: Quality Policy

DOCUMENT CODE: SGC-CRN-mC-doc02-03

Approved: 09/05/2014

Version number: 04

Use: Required

Diffusion level: All

This document comprises 1 page

Last review: 09/06/2016

Next review:

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F.J. Carralón has determined it necessary to define its *mission* of distinguishing itself from other companies in the sector and to establish its strategic *vision* of becoming a quality reference in order to operate successfully. This *mission* and *vision* define F.J. Carralón's quality policy.

Mission

To manufacture, produce and install natural stone in optimum quality conditions

Vision

To be a reference point in the markets of civil engineering, construction and other public works.

The Management of *F.J. CARRALON, S.L.* has elected to outline the company's Quality Policy through this document, paying special attention to the following points and undertaking to:

- **Establish a Quality System that adheres to *legal and regulatory requirements, particularly those of the standard UNE-EN-ISO 9001:2015, and to keep it updated.***
- **Carry out its activities in a coherent, systematic and documented manner which ensures adherence to quality requirements, providing the relevant departments with the resources required to meet these objectives.**
- **Observe and analyse the requirements of its *clients*, implementing any developments that adapt to and meet said requirements.**
- **Understand *continuous improvement* as a means for achieving greater organisational efficiency, using errors to learn how to prevent the causes thereof and by training and teaching staff how operate more safely and improve the quality of results.**
- **Take decisions based on facts, considering *information* as an essential element for efficient decision making, ensuring the proper processing, accessibility, communication and conservation thereof.**
- **Document the organisation's activity in the areas stipulated by the aforementioned standard and in other areas which help to improve the efficiency of the quality management system.**
- **Maintain the flexibility of the quality management system structure by means of facilitating its integration with other existing management systems.**
- **Adhere to the requirements of the quality system whenever, in line with its strategic *vision*, the organisation alters its structure, using the best available options at any one time.**
- **Introduce practices that lead to environmentally friendly management in the organisational system and standard operating procedures.**
- **Encourage respect for the company's preventive culture in safety-related matters, aligning and integrating the quality system with the workplace health and safety management system.**

Management is to be held personally responsible for the Quality Policy, ensuring that it has been understood and implemented throughout all areas of the organisation, periodically verifying its degree of application. To this end, it appoints a Quality Manager as a representative for this purpose.

Mr. Juan Antonio Carralón López



Managing Director

Date: 09/06/2019

CARRALON

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