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## QUALITY POLICY

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La Pina's management and its continue pursuit of solving its customer's needs, is fully aware of the importance of product quality for current and future business environment. For this reason, La Pina has a quality management system, under the **UNE-EN ISO 9001:2015 Standard**, for the Agricultural components production. Being our main areas: Discs, Tines, Cultivators points, Slashers, Mouldboards and Clamps.

We dominate the complete manufacturing cycle of all our pieces, from the design and conception phase, through development and validation, up to the final delivery to the client, with scrupulous respect with deadlines.

La Pina's Management adopt the decision to disseminate its Quality Policy, which will be part of activities carried out by the Company and to meet the requirements of interested parties (customers, suppliers, employees, public administrations, partners and society at large). Promoting continuous improvement in all company processes, La Pina has undertaken to provide a Quality Service focus on ensuring client satisfaction

The main issues are:

- Quality as the Fulfillment of the **commitments agreed** with our clients, employees, suppliers and partners.
- Quality as the compliance with **legal requirements**.
- The **satisfaction** of our clients, employees, suppliers and other partners.
- **Preventive action** rather than corrective, to assess in advance the likely consequences of our activities in our products.
- Establish a **Continuous Improvement Management**.
- **Technological Innovation** to improve product quality and commercial behavior.

The company has defined a strategy that focus on the client, with an excellent service as a fundamental part of its action plan.

We ensure a high quality product, for this reason the Company is investing in:

- **Selected Materials:** Raw Materials come from the best European Steel makers. We guarantee a chemical composition in conformity with our specifications
- **Design and Innovation:** Our Technical Department has advanced technology for tools manufacturing, working closely with our customers for the development of new products and new solutions. Manufacturing Automation for an efficient and competitive production.
- **Fiability:** as part of the production process, we make different test that simulate the hardest working conditions. (Hardness, Toughness and Flexibility test are some examples).
- **Customer Service:** There is no efficacy without meeting deadlines. It is a priority in La Piña to guarantee that all orders are delivered on time and this is highly appreciated by our customers.

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The Company applies the Quality Management System (under the **UNE-EN ISO 9001:2015 Standard**) in its broadest sense:

- Quality Management in an international framework.
- It provides the main framework for our quality goals planning.
- Every employee, at all levels, is held accountable for quality and should therefore check his work.
- The Company makes a thoroughly investigation of the organization and its context. Internal Analysis, to determine Weaknesses and Strengths and External Analysis, to determine **Threats and Opportunities**.

This policy must be divulged, implemented and updated among all levels of the organization. The Company Management is fully aware of its commitments to develop this Policy.

In La Roda on January 31th 2020

*Antonio Ureña Aroca*  
*General Manager of La Pina*