

QUALITY POLICY

CIE AUTOMOTIVE AS A REFERENCE MULTITECHNOLOGICAL SUPPLIER IN THE AUTOMOTIVE SECTOR AND **GLOBAL PRESENCE IS COMMITTED TO**

- **TOTAL QUALITY**
- **SUSTAINABLE DEVELOPMENT**

GIVING THE CUSTOMER (INTERNAL / EXTERNAL) **WHAT THEY NEED, WHEN AND HOW THEY NEED IT.** PROVIDING **ADDED VALUE** TO OUR CLIENTS IN EACH OF OUR ACTIVITIES.

OUR MAXIMUM PRIORITY IS IN

- PROTECTION OF OUR CLIENTS
- PROACTIVITY
- ORIENTATION TO ZERO DEFECTS
- SERVICE

WE COMPLY WITH

- **LEGISLATION**
- **THE REQUIREMENT OF OUR CUSTOMERS.**
- **THE EXPECTATIONS OF OUR STAKEHOLDERS**

WE TRACK OUR **SUPPLY CHAIN**, ENSURING THAT THEIR COMMITMENTS ARE ALIGNED WITH OURS.

WE DEVELOP PRODUCTS AND PROCESSES UNDER **ECODESIGN** CONCEPTS, ORIENTED TO **EFFICIENCY**, PROVIDING THE NECESSARY RESOURCES

INVOLVED IN CONTINUOUS IMPROVEMENT THROUGH

- **PREVENTION**
- **SYSTEMATIC REVIEW**
- **TRAINING AND KNOWLEDGE EXCHANGE**

WE DEFINE **OBJECTIVES** AND MEASURE OUR **PERFORMANCE** THROUGH OUR BALANCE SCORE CARD, WITH KPI'S SUCH AS:

- PPM (internal and external)
- CUSTOMER COMPLAINTS
- NON QUALITY COST
- SCHEDULE ACCOMPLISHMENT

WE ARE GOING AHEAD TO THE EXCELLENCE

Jesús M^o Herrera
CEO

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Plant Director