

P-001CA | Quality Policy

Context

Floene aware of the challenges posed by a changing world, assume their responsibility towards their stakeholders, committing themselves to achieve and maintain the highest quality standards, moving progressively towards excellence in order to generate sustainable value for the company and its stakeholders.

Company's position

Floene hereby undertakes to:

- Establish, implement, maintain and improve a Quality Management System in line with the good practices defined in the ISO 9001 standard.
- Provide services which comply with the regulations, legislation and contractual requirements applicable within the concession and licensing granted.
- Develop customer relationship processes to understand their current motivations and anticipate future behaviors.
- Translate its strategy into objectives, established at all relevant levels of the organization.
- Develop process management from an integrated perspective in order to achieve a more organizational efficiency.
- Ensure risk assessment in decision making and in the implementation of the organization's processes in order to prevent unwanted outcomes and exploit opportunities.
- Ensure the incorporation of lessons learned into the organization as a way of promoting the improvement of services and processes.
- Encourage the development of individual skills by fostering the acquisition of knowledge.
- Promote the sharing of experiences and strengthening of interdepartmental partnerships.
- Establish a partnership relationship with suppliers and service providers to strengthen mutual trust.
- Apply internationally recognized quality management principles, incorporating them into the various dimensions of management.

Board of Directors of Floene

2021/04/28