

QUALITY POLICY OF CLIA SISTEMAS

Every policy of CLIA, particularly quality policy, must be in harmony with the mission of the company:

"The mission of **CLIA** is to provide services and aeronautic and defense products to our customers achieving their maximum satisfaction, supplying services and maximum quality products with the best price and highest possible agility."

1.- Quality frame

Quality policy of CLIA points to four directions

- 1.1.- **Towards our customers:** understanding their current and future needs in order to provide services and supply quality products that fulfill their expectations with an honest and personalized attention.
- 1.2.- **Towards the represented companies:** protect their interests according to the subscribed agreements, through practices that guarantee the complete satisfaction of the customers.
- 1.3.- **Towards the stockholders:** protect the interests of our stockholders through an effective business management which allows proper returns on investments and a long-term stability of the company.
- 1.4.- **Towards the employees:** put into practice business policies that contribute to their required motivation and allow their correct performance and professional development.

2.- Responsibility

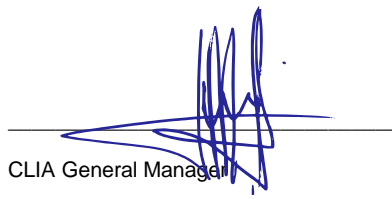
- 2.1.- **Commitment of the staff:** CLIA staff is responsible, within their functions and assignments, for faithful fulfillment of all the rules and procedures stipulated in the Quality System. The quality management can only be understood under the commitment of the staff at every level.
- 2.2.- **Management Responsibility:** General Management delegates its responsibility to assure the quality of the provided services and the products supplied by the organization in the Quality Guarantee Manager, who assumes as a main commitment to provide the methods, procedures and work systems which guarantee:
 - a. the quality of the product.
 - b. an agile and effective management.
 - c. Customer satisfaction.

3.- Affected activities

- 3.1.- The quality guarantee affects all business processes and includes every activity that comprise the complete cycle of the product or service provided. These guidelines are developed through quality specifications and procedures.

4.- Quality broadcasting

- 4.1.- **System documentation distribution:** Quality Manual, Specifications, Rules and quality Procedures.
- 4.2.- **Formation and continuous awareness** of the whole company staff in the knowledge, comprehension, acceptance and explanation of the system, which provides a proper work environment with a positive influence in the staff motivation.
- 4.3.- **Disclosure** at every level of the evolution of the indexes and parameters which measure the effectiveness of the Quality System and base the decision making in the analysis of the facts, evidences and data to provide a higher objectivity and confidence in the decision making process.
- 4.4.- **Continuous improvement**, every department manager is in charge of the continuous improvement of the system within their scope which allow us to achieve the success of the company.



CLIA General Manager

Jan, 29th 2018

Date