

## QUALITY POLICY

At **ZIGURAT** our **main objective** is to provide our customers with products on which they can rely, that meet their requirements and satisfy totally their expectations.

The scope of the Quality Management System implemented in ZIGURAT is “**DESIGN AND DELIVERY OF TECHNOLOGICAL INNOVATION TRAINING PROGRAMMES**”.

The objective of this Quality Policy is the consolidation of this reality, **continuously improving the performance** and reinforcing the confidence of our customers.

Quality for us is to **know our customer**, identify **their expectations** and fulfill them without error, in due time, always **complying with the applicable legal and regulatory requirements**. The satisfaction of our client is ours.

By implementing a Quality Management System, following the requirements of the **UNE-EN ISO 9001: 2015 standard**, **ZIGURAT** aims to enhance **the participation and productivity** of all its employees, raising awareness of the importance of their activities and how they contribute to the development of the quality.

**In accordance with this Policy, we establish Quality Objectives** at all levels, monitoring the degree of compliance so that we can measure our improvement.

Our **main goals** are:

- Grow as a company, both economically and in the quality of services
- Increase the satisfaction of our customers
- Provide optimal service

**ZIGURAT's Management periodically reviews the quality management system** to ensure its suitability, adequacy and continuous efficiency. In this review the **opportunities for system and process improvement** are evaluated, and the needs for changes in the quality system, including the Policy and Objectives, are detected.

Consistent with the responsibility assumed, the Management will **provide the necessary technical and human resources for the compliance of this Policy**.

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