

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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