



## QUALITY POLICY

**ARINA I&E SOLUTIONS S.L.**, based in Amorebieta (Bizkaia), was established by a group of experienced engineers dedicated to **the development of industrial plants in the Engineering and Supply phases**

At **ARINA I&E SOLUTIONS S.L.**, we are committed to continuous growth and improvement. This commitment is supported by the implementation of a Quality Management System aligned with the ISO 9001 standard, ensuring consistency, reliability, and enhancement in all aspects of our work.

The management of **ARINA I&E SOLUTIONS S.L.** places the highest importance on our Quality Management System, committing to its continuous improvement to meet and exceed client satisfaction by adhering to their requirements, as well as all relevant legal, regulatory, and industry standards.

**Our Quality Policy is based on the following principles:**

- **Commitment to Quality at All Levels:** The successful implementation and improvement of the Quality Management System is the responsibility of every team member, fully supported and led by the Management.
- **Quality as a Driver for Growth:** The quality of our services is integral to achieving sustainable economic growth.
- **Resource Development:** Continuous improvement in service delivery is underpinned by advancing both our human and material resources.
- **Customer Satisfaction as a Core Goal:** Achieving customer satisfaction is central to our Quality Management System, which includes processes for measuring satisfaction, addressing complaints promptly, preventing non-conformities, and tracking quality indicators.

Our Quality Policy is continuously evolving in line with the company's growth and is reviewed regularly to ensure it remains relevant and effective. This review occurs during each Management System Review, where quality objectives are also set and evaluated as part of our commitment to ongoing improvement.

The Quality Policy of **ARINA I&E SOLUTIONS S.L.** serves as a guiding framework for enhancing organizational performance. It is visibly displayed for all personnel, made accessible to stakeholders, and communicated across all levels whenever updated to ensure thorough understanding and engagement throughout the organization..

In Amorebieta, on 29th october 2024

  
The management:  
**ARINA I&E SOLUTIONS S.L.**  
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