



Quality Policy

The philosophy of FABRICATS MIMSA, S.L. a company dedicated to the manufacture of moulded rubber and silicone parts, is to achieve the continuous satisfaction of its customers.

This strategy is based on the following points:

- Achieving the quality levels agreed with the customer in the manufacture of moulded rubber and silicone parts.
- Monitoring the manufacturing process to ensure compliance with measurements and other specified requirements.
- Complying with the delivery time agreed with the customer.
- Quickly and efficiently resolving any unexpected production issues.
- Complying with the legislation and regulations applicable to our activity, with respect to both operations and infrastructure or administration, as well as any other requirements that the customer decides to establish.
- Having a team of capable people in all positions at the company.
- Being competitive through the application of effective working methods and technical means, at prices that are competitive but suited to both parties.
- Giving helpful and friendly service to customers, co-workers and suppliers.

Management is convinced that this can only be achieved through the following actions:

- Maintaining continuous contact with the customer to know their current and future needs, and our weaknesses. Customer comments and complaints are the most important information for the continuous improvement of processes.
- The implementation, monitoring and continuous improvement of a quality management system, based on the ISO 9001 and IATF 16949 standards, to ensure and continuously improve quality at all levels.
- Establishment of quality improvement objectives in line with this policy.

This policy must be understood and adopted by all staff, the company Management being the first one to adopt everything stated so far.

Rubí (Barcelona), January 2018

General Management