

CASE ON IT, S.L., company dedicated to the preparation and issuance of quality measurement studies and user experience in services related to telecommunications and the supply of telecommunications probes, adapting to the Quality and Productivity needs demanded by an increasingly competitive market, has a Quality Management System, described in the Management Manual and developed in the corresponding Processes, in accordance with the requirements of the International Standard UNE-EN ISO 9001.

The General Management expressly states its fundamental commitment to enhance Quality, in **CASE ON IT, S.L.**, in order to achieve compliance with the following policy:

- ☑ The main objective is customer satisfaction in the development of our activities.
- ☑ Make Quality a competitive difference and have a "Management Culture" within our organization.
- ☑ The management will promote the improvement groups to advance in the treated areas and will provide the appropriate material means for the service and compatible with the degree of precision required.
- ☑ The errors detected will be used as an instrument to improve quality levels in our activities.
- ☑ Quality requires the collaboration and participation of the whole company, at all levels.
- ☑ The Management is committed to complying with the client's legal and regulatory requirements and to the continuous improvement of the Management System.
- ☑ The General Management, through the training and motivation Plan, ensures that its Policy is understood and accepted by all staff; and with the internal audits, it verifies that the Management System maintains its efficiency and adequacy.

Approved:



Luis Molina Borao
CEO

Madrid, December 22nd, 2020.