

QUALITY POLICY MONDRAGONLINGUA-ALECOP S. COOP.

The Management of Mondragón Lingua S.Coop., as the senior representative of the Company, is firmly committed to achieving the highest quality of service and customer satisfaction through continuous improvement; and it hereby defines and distributes the Mondragón Lingua, S. Coop. Quality Policy, as part of its general organisational policy, in which it establishes the following fundamental aims:

- To maintain client satisfaction as our main priority, fulfilling the specific requirements established for requested translation services in a faithful and diligent manner.
- To seek excellence at company level, through quality in translation and meeting of deadlines.
- To maintain the Quality Management System in accordance with the ISO 9001:2015 and ISO 17100:2015 Standards, and to foster a process of ongoing improvement.
- To remain committed to continuously improving the effective management of our processes, our services and the Quality Management System.
- To use a marketing strategy that ensures the quick communication, to both the market and our clients, of any improvements implemented by the company.
- To establish a global business approach, while bearing in mind the individual characteristics of each specific location. "Think global, act local".
- To keep our external collaborators informed of all quality objectives and improvements by means of the continuous exchange of information.
- To develop the motivation, communication between and involvement of our staff, in order to create a committed professional team.
- To comply with all of the customer, legal and/or regulatory requirements in force, as well as any other requirements the company might subscribe.

This Policy has been drafted and approved by the Management of Mondragón Lingua, S. Coop. and is published and distributed to all interested parties, so that everybody is aware of / adopt the aims contained herein.

Each year, the Management shall review and establish a plan that will set forth the specific objectives for the departments involved and define the targets to be met as well as the measurement system for the monitoring and assessment of achievements.



The General Manager
Ane Ruiz de Zárte

Mondragón, 23 January 2024