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1.1 Quality policy

In brief, the policy implemented by BBVtech is obviously aimed at customer satisfaction, which is a condition that cannot be renounced.

Customer satisfaction cannot set aside:

- Compliance with laws and regulations in force.
- Economic results.
- Product safety.
- Total correctness, maximum clarity and transparency in every type of relationship.
- “risk-based thinking” is something we all do automatically and, very often, subconsciously. Risk-based thinking is already part of our business approach regarding processes. Risk-based thinking makes preventive action a part of management routine. However, risk-based thinking can also contribute to identifying opportunities. It can be considered as the positive aspect of risk

The convictions that have inspired the entire management system have always been based on the aforesaid principles so as to obtain a result that undoubtedly complies with the requirements.

The definition and successful completion of each activity is what it takes to achieve the result of each individual process, without much effort. Each individual activity at BBVtech has been defined in detail, where possible, and large lines where professional people in charge enable it.

A computerised management system has always been given much importance.

In order to ensure maximum system suitability to requirements, all analyses are carried out in-house at BBVtech. This enables it to maintain and constantly update this complex system, which, at the same time, is straightforward, functional and definitely in keeping with requirements.

The IT system, procedures, technical documentation, forms and, of course, training of people in charge of each activity, ensure the implementation of the quality policy put into effect by management.

The system and methods implemented immediately focus on any anomalies and non-compliances, and thus enable constant reviews regarding suitability of procedures and means. Each activity is consistent and integrated (e.g.: if a raw material is not previously defined by purchase technical specifications, it cannot be purchased; or it is impossible to produce in the absence of an order, which, in turn, can only be issued in the presence of a registry/BOM - Bill of Materials).

Consequently, it has all the instruments to constantly ensure the previously defined requirements and to improve those requirements, which, in the light of the results, prove to be inadequate with regard to the policy executed.

personnel.