

Robot QUALITY AND ENVIRONMENT

- ❖ At ROBOT, S.A. We have been dedicated for 35 years to the MANUFACTURE OF INTELLIGENT SYSTEMS FOR THE CONTROL OF TECHNICAL INSTALLATIONS in hotels, office buildings, hospitals, sports complexes, homes, industrial facilities, etc.
- ❖ At ROBOT, S.A. We establish as a priority objective, within our Quality Policy, that the products we offer deserve full customer satisfaction in terms of guarantee and quality. For this, we consider it necessary to improve by following the standards established in the Integrated Quality and Environmental Management System: UNE-EN ISO 9001: 2015 and UNE-EN ISO 14001: 2015.
- ❖ The general guidelines of the Quality and Environmental Policy establish:
 1. Analyze the possible risks of our organization in order to prevent and treat them and thus improve our management in all departments.
 2. Take advantage of the opportunities presented to us in order to improve our organization.
 3. Be attentive to our clients and detect possible errors in order to continually improve, ensuring that our product and services adapt to their needs and meet their expectations.
 4. Customer satisfaction is our maxim, that is why we are extremely interested in their opinion and we have a documented method to consider and quantify, as far as possible, their degree of satisfaction.
 5. The final quality of our manufactured products and services provided to the client are the result of planned and systematic actions in ADMVA, COMMERCIAL MANAGEMENT, R + D + I, PURCHASES, MANUFACTURING, INSTALLATION, AFTER-SALES SERVICE, all in search of CONTINUOUS IMPROVEMENT. We want to supply a better product and service than our competitors, in such a way that loyalty and growth of the client portfolio are enhanced.
 6. Improvement of the Environmental Behavior of the Organization is one of our maxims for which we establish environmental objectives and goals, which are reviewed annually and allow:
 7. Reduce the environmental aspects valued as significant.
 8. Guarantee compliance with current applicable environmental legislation.
 9. Try to prevent all types of environmental aggression, especially pollution, the depletion of natural resources and the minimization of waste generation.
- ❖ ROBOT, S.A. complies with current regulations applicable to the organization: Occupational Risk Prevention, Organic Law on Personal Data Protection, Etc.,
- ❖ In order to carry out our policy and achieve the objectives, the unconditional support of all the company's personnel is absolutely necessary, manifested through a firm and constant commitment to Quality and the Environment.
- ❖ We are sure that all these efforts will revert to improving the quality of our products and services, ensuring a better future for ROBOT, S.A.

Date: 24/01/2018

Management:

