

## Adivin Beach Flag, S.A.

**Adivin Beach Flag, S.A.** manufactures and sells a wide range of flags and advertising accessories. Our activity is mainly based in Spain and many European countries.

We therefore recognise the importance of offering our distributors a minimum quality assurance of our products.

Therefore, we have developed an **Internal Quality Management Policy** which is applied to our production and logistics processes to ensure the quality of the final product and service.

We have a large team of production professionals who ensure that the minimum quality standards are achieved for each and every order.

In our sector it is essential to ensure the quality of the product to maintain the confidence of distributors. And even more so for Ádivin, whose main concern is the **satisfaction of our distributors' customers.**

By means of this **Internal Quality Management Policy** we proceed to implement and carry out the specifications set out in the international UNE-EN-ISO 9001:2015 Quality Management Systems standards, which establish a customer focus, commitment on the part of the organisation, focus on processes, continuous improvement of the system, management of material and human resources and control of the product and service.

In order to comply with these regulations, Ádivin is committed to:

- Establish systems to understand and satisfy the needs of our distributors.
- Ensure a helpful and empathetic treatment towards our distributors throughout the entire purchasing and after-sales process.
- Always comply with our promise of delivery on time, maintaining our value proposition of speed in manufacturing and delivery of products.

- Assign those responsible for ensuring compliance with our Internal Quality Management Policy in each of the organisation's departments.
- Ensure that those responsible control the quality standards and also promote their continuous improvement.
- Align each of the phases of the production process with the objectives set by the organisation and the desired results in terms of product quality.
- To carry out a control of the production process to ensure that the quality standards set are met.
- Establish organisational objectives in coherence with the Internal Quality Management Policy.
- Continuous training of personnel in their areas of knowledge in order to ensure the continuous improvement of the assigned processes.
- Control and ensure compliance with the legal requirements applicable to our company.
- To provide the material and human resources necessary to comply with the Internal Quality Management Policy.
- To analyse and continuously improve the quality of our printing materials such as fabrics, inks and printers.
- Involvement of all the organisation's personnel in the compliance of our Internal Quality Management Policy: transparent communication of the requirements, awareness of the personnel for their compliance and control.
- Carrying out a risk assessment and prevention of the production process to avoid failures that lead to non-compliance.

For Ádivin it is essential to comply with the points described above to ensure quality and commitment to our distributors.

