



## Quality Policy

### DBA Centre

The Centre DBA Quality Policy is described below. This Quality Policy establishes the fundamentals of service quality and is the framework for establishing the objectives for the continuous improvement of the Centre DBA Quality Management System:

1. **Satisfaction:** Identify and respond to the needs of customers.  
*Needs and expectations. Satisfaction surveys. Continuous improvement.*
2. **Implementation:** Develop rigorous and reliable methodologies, based on scientific evidence.  
*Staff competence. Adequate equipment and facilities. Working procedures. Control forms.*
3. **Documentation:** Create, maintain and present documentation in an appropriate and customer-valuable manner.  
*Corporate cloud. Security and access to information. Traceability. Control forms.*
4. **Deadlines:** Meeting deadlines and adapting to changing customer needs  
*Offers. Control forms. Justifying memorandums.*
5. **Coordination:** To have the elements of internal coordination between all the people involved in the service.  
*Competence of personnel. Control forms. Continuous improvement.*
6. **Response:** Accessibility and agility in responding to customer demands.  
*Post-service attention. Control forms.*
7. **Commitment:** Establish feasible and clear commitments with customers and other stakeholders.  
*Appropriate offers. Identification and compliance with legal and regulatory requirements*

The Quality Policy is available to all stakeholders on the corporate website.