



QUALITY POLICY

The management of MHA HERRAJES Y DISEÑO S.L. focuses on QUALITY as a way of economically producing goods and services that meet the needs and expectations of the customer. It is publicly committed, on the one hand, to fulfilling all product requirements, as set by the customer and the legal and regulatory requirements as well as those necessary for using the product and, on the other hand, to continuously improving the effectiveness of the Quality Management System.

MHA HERRAJES Y DISEÑO S.L. supplies fittings, hinges, locks and cylinders (master locking systems) and padlocks that are mainly intended for construction. Within its sector, it is oriented towards quality, guaranteed, personalised products, aimed at being recognised for the reliability and performance of its goods, as well as for its efforts in diversifying and expanding its product range.

In order to comply with these principles, MHA HERRAJES Y DISEÑO S.L. requires the participation of all of its human and technical resources, and the management, as the main driving force of these, sets the guidelines of the Quality Management System:

- QUALITY is a key factor in the survival of the company and is the result of proper, thorough planning and execution and periodic reviews of our work processes.
- QUALITY is pursued through Business Development and Management based on improving processes, seeking productive efficiency and contributing to reductions of variations and losses in the supply chain.
- QUALITY is subject to a Continuous Improvement Plan based on a preventive culture through the identification of risks and opportunities..
- QUALITY can only be interpreted as a permanent fulfilment of requirements and, therefore, the individual intent must be to “Do it right first time”.
- QUALITY cannot be achieved without the human resources that take part in our activity. For this reason, the management will pay the utmost attention to the involvement of people in their information and training and to providing all the necessary channels for collaborating and participating in their improvement.
- QUALITY, which is synonymous with customer satisfaction, must be focused on meeting the commitments made and detecting the future needs of our customers.

To be successful in the principles of the Quality Policy set out, the management asks for the commitment and participation of everyone, at all levels, in order to establish and maintain a Quality System that ensures the satisfaction of our customers.

Joseba Madariaga Zallo.
MHA HERRAJES Y DISEÑO S.L.
March 30, 2017