



ECD_CO_1003_Quality Policy

Documentation control

History of versions

Version	Date	Author	Description
1	24/01/2023	Gloria Salvador	Initial version

Distribution list

Company
Lleida SAS

Classification and status

Ranking	Status
Public	Approved

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Description

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1. Introduction

1.1 Aim and content

The purpose of this policy is to establish the commitment of Lleida SAS management to the quality necessary for the performance of the functions described in the scope, thus enabling the achievement of its objectives.

This commitment is materialised through the implementation and maintenance of a Digital Certification Body Management System in accordance with the criteria set by ONAC.

1.2 Scope of application

All members of Lleida SAS, Digital Certification Body, as well as all third parties identified in the scope of the Digital Certification Body Management System.

1.3 Distribution

Approved by the Management of Lleida SAS, this Policy must be accessible to all persons included in the distribution list specified in the document control, through the appropriate channels established in procedure ECD-3001 - Management of the documentation repository.

1.4 Review

This Quality Policy shall be reviewed and approved annually by the Safety Committee. However, should any relevant changes occur for the Organisation, be they of an operational, legal, regulatory or contractual nature, they shall be reviewed whenever deemed necessary, thus ensuring that the Policy remains adapted at all times.

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2. Quality Policy

Lleida SAS is part of a multinational group committed to the following values:

- Leadership

Commitment, professionalism, efficiency and teamwork.

- Trust

For clients and society, based on top-quality service and care with the greatest guarantees of safety and efficiency.

- Sustainability and responsibility

The company is committed to responsible growth, ensuring the conditions of its employees, promoting their personal and professional development while facilitating the reconciliation of work and family life.

- Accessibility

Use of services adapted to the whole of society without physical, sensory or any other kind of barriers

In order for our services to comply with these values, it is necessary to guarantee a continuous improvement system that allows us to consolidate them. In addition, Lleida SAS as a Digital Certification Body (ECD) must guarantee that this cycle of improvement is based on a Quality system that corresponds to ONAC guidelines.

The Lleida SAS Quality System is based on the 7 Quality Management Principles (QMP) set out in ISO¹ in accordance with the statements and motivations indicated therein:

QMP 1 - Customer focus. The primary focus of quality management is to meet customer requirements and strive to exceed customer expectations.

QMP 2 - Leadership. Leaders at all levels establish unity of purpose and direction and create conditions in which people are dedicated to achieving the organisation's quality objectives.

QMP 3 - People engagement. Competent, empowered and engaged people at all levels throughout the organisation are essential to enhance its ability to create and deliver value.

QMP 4 - Process-based approach. Consistent and predictable results are achieved more effectively and efficiently when activities are understood and managed as interrelated processes that function as a coherent system.

¹ [Quality management principles \(iso.org\)](https://www.iso.org/qualitymanagementprinciples)

QMP 5 - Improvement. Improvement is essential for an organisation to maintain current levels of performance, to react to changes in its internal and external conditions and to create new opportunities.

QMP 6 - Evidence-based decision making. Decisions based on analysis and evaluation of data and information are more likely to produce desired outcomes.

QMP 7 - Relationship Management. For sustained success, an organisation manages its relationships with stakeholders, such as suppliers. Stakeholders influence an organisation's performance.

Its objective is to achieve excellence in execution through the implementation of a Quality System that takes into account these Quality Management principles.

3. Map of controls

Standard	Section
CEA-3.0-07	10.13