

NORAKTRAD Quality Policy

NORAKTRAD, S.L., a provider of translation, translation and layout, localisation, revision and interpretation services, is deeply committed to carrying out its activities to the highest standards of quality and with special dedication to its clients.

Our quality policy has been developed according to the principles and values acquired through our experience, and is based on three fundamental pillars.

In terms of management:

- To orient our management system towards our clients, in order to satisfy their requirements (that which they ask of us), needs and expectations (even if these are not stated explicitly).
- To frame our management processes in a system based on the ISO 9001 and ISO 17100 quality standards, and to use this system as a tool for our continuous improvement.
- To ensure compliance with client requirements, legal requirements, and the standards to which NORAKTRAD subscribes.

In terms of our commitment to our services:

- To fulfil diligently all services agreed with the client, and to allocate all internal and external resources necessary to ensure this compliance.
- To prevent errors and mistakes in the operations and activities involved in key NORAKTRAD processes.
- To be regarded as a benchmark of quality and integrity in our industry.
- To assume individual responsibility for the quality of work performed and to continuously develop in order to offer the best service at all times.

In terms of our people:

- To instil in everyone at NORAKTRAD a sense of responsibility for the quality of their own work and an ongoing commitment to results of the highest professional standards; that is to say that every person shall commit to a project from the very beginning through all circumstances arising, even after the project has been delivered.
- To promote the training and involvement of all NORAKTRAD staff as a way to achieve continuous improvement through their actions as members of the company.

Manuela Maza (Managing Director)

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