

QUALITY POLICY

COMPANY STATEMENT "QUALITY POLICY"

At **MSI RACE TECH INSTITUTE**, we understand Quality as the management instrument through which training activities in car mechanics are planned and developed, in order to achieve compliance with the established legal and regulatory requirements, those of the UNE-EN-ISO 9001 standard and the specifications of our services, while obtaining the satisfaction of our Clients.

To achieve this, we believe it is essential to implement and develop a Quality Management System which, based on our context and taking into account the requirements of the interested parties, allows us to provide services adapted to the regulations in force and to the needs and expectations of our clients, in accordance with the specifications established, guaranteed by means of exhaustive process control.

The Quality Management System implemented is based on and promotes the systematic application of continuous improvement in all the activities carried out, this continuous improvement being understood as the need to plan the activities to be developed, to carry them out in accordance with what has been decided, to verify the results by comparing them with what was planned and to act when necessary, starting again the cycle of continuous improvement.

In order to achieve and maintain this quality vision, the following Quality Policy **guidelines** are formulated:

CUSTOMER ORIENTATION: providing training in a satisfactory and responsible manner, promoting face-to-face training, a high level of internships and focused on the professional development of the student.

STUDENT SATISFACTION: To achieve, on an ongoing basis, the satisfaction of our students, adopting a willingness and willingness to cooperate with stakeholders and students through close, fast and agile communication with them, favoured by training in small groups.

PARTICIPATION: To maintain a high degree of satisfaction and involvement of the teaching staff in teaching activities and those related to Quality, so that each professional participates in the common objective of improving the services provided and giving effective training.

RESOURCES: Our staff, experience and facilities are the main assets of the company. We believe that training, motivation and information must be permanent and can be improved day by day, so that their competence and motivation is the guarantee for the achievement of the above principles. To adequately maintain our facilities and equipment, always having everything necessary for the complete development and training of our students.

In order to achieve compliance with these principles of the Quality Policy, the Management promotes the firm conviction of all employees in the goodness of the Quality System as the best way to develop activities correctly and to keep the degree of participation of personnel in activities related to Quality and the search for improvements at all times high.

The Management assumes its executive responsibility for the development of this Quality Policy, its communication and understanding at all organisational levels and interested parties, providing the necessary means for its Quality Management System to meet customer expectations and the established Quality Objectives.

Alcorcón, March 3, 2020

The administration

