



QUALITY POLICY

E.T.S.I. Navales Model Basin Facilities (Canal de Ensayos Hidrodinámicos de la E.T.S.I. Navales) have developed and established a Quality Management System according to UNE-EN-ISO 9001:2015 standards, that involves the processes, responsibilities, resources, etc. established in accordance with the object and scope of its activities: “performance and development hydrodynamic tests of ship and offshore artifacts”, to guarantee customer satisfaction and continuous quality improvement system, meeting expectation from the interested parties.

General objectives, defined by the Model Basin Responsible, that guide the organization to the accomplishment of quality, are the following:

- Assure that the services provided to their clients are in accordance with their explicit and implicit, legal and regulatory requirements
- Train, motivate and involve staff affected by the Quality Management and Development system.
- Tackle the risks and opportunities associated with its context and objectives.
- Identify and analyze risks from the different processes, as well as suitable actions and programs to manage them.
- Establish systems to meet customer needs and measure customer satisfaction rate with Model Basin services.
- Plan and develop activities for services continuous improvement.
- Continuous improvement of the Quality Management System through its successive reviews.

The Head of CEHINAV Model Basin, through the Quality Officer, will spread this Quality Policy for it to be understood and applied by all staff dedicated to the activities collected under Quality Management System, and also will make sure that it is accessible to all interested parties.

Madrid, 9th september 2019

A handwritten signature in blue ink, appearing to read 'Antonio Souto Iglesias', enclosed in a circular scribble.

Fdo: Antonio Souto Iglesias
Head of CEHINAV Model Basin