



The ANJOSA management believes that it is essential to establish, implement and maintain a Quality Management system based on the requirements of the ISO 9001:2000 standards. This relates to all products in order to ensure that they meet client's expectations and comply with the legal requirements and appropriate regulations, with the aim of achieving the following objectives:

- To prove the ability of ANJOSA during design, manufacture and distribution in accordance with the technical characteristics detailed in the order/contract, in order to produce a product of exceptional quality that meets the requirements of the client.
- With regard to customer service, respecting the order deadline is a top priority of the ANJOSA management.
- Although seasonal products are manufactured (cushions and parasols) it is absolutely essential that the company maintains a stable production throughout the year to ensure that orders can be met on time and with confidence.
- To continually improve the efficiency of the Quality Management system, which in turn will improve the quality of the products we supply, taking into account all aspects of the manufacturing process that affect the overall quality.
- To promote prevention rather than correction by controlling the manufacturing process and preventing dissatisfaction.
- To improve the efficiency and co-ordination of the distinctive activities of ANJOSA and therefore the overall effectiveness of the company.
- To pay attention to market trends and technological innovation in materials and working methods in order to improve the product at low cost.
- Staff training is crucial to guarantee the future of ANJOSA as qualified staff contributes to product consistency.

These objectives can only be achieved, maintained and improved with the individual delivery and participation of each member of the management team. To achieve this, the management stipulates that the contents of the Quality Manual, along with established company procedures, are implemented by each and every employee in accordance with their specific competency, and ensures that they have the necessary resources to do so. All section managers and supervisors are fully involved in the process of staff awareness, and the application and maintenance of quality levels, by providing relevant information and training that contribute to improvements in the manufacture of the product.

With the aim of implementing and maintaining the Quality System, the management has designated the Quality Manager as a "Management Representative" with full authority and power, where relevant, to carry out the following actions:-

- To establish and maintain the processes fundamental to the Quality Management System.
- To assure an awareness of client requirements across all levels of the company.
- To involve the management of the external workshops that collaborate with the company, in new ways to improve working methods based on the application of the Quality Management System.
- To ensure that the policy is understood, implemented and maintained at all levels, upholding a high level of motivation and sense of responsibility between intermediate overseers.
- To identify all problems relating to quality, then to propose, promote and verify the efficiency of actions undertaken to reach an appropriate solution.
- To suspend all company activity that could be detrimental to product quality.

The Quality Manager keeps the company management informed about all performance aspects of the Quality Management System and recommends any measures necessary for improvement.

Signed: Ángel Gracia
(Manager)

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