



QUALITY POLICY

CLASSIC YACHT SHIPWRIGHTS, S.L. (CYS), is a company that since 2006 provides carpentry services specialized in projects, construction and finishes (interior and exterior work), for yachts and private residences.

CLASSIC YACHT SHIPWRIGHTS, S.L. (CYS), establishes as a priority objective within its Quality Policy, that the services it offers deserve full customer satisfaction in terms of guarantee and quality, for this, it considers necessary the implementation of the Quality Management System established according to the UNE-EN ISO 9001:2015 standard.

The general guidelines of our **Quality Policy** are:

- Ensure the competence of all staff by providing them with the appropriate information and training according to the needs of the organization.
- Know the needs of our customers and meet their requirements and expectations.
- Develop and enhance the monitoring we carry out of the satisfaction of our customers in order to continuously improve.
- Guarantee that the final quality of the service provided to the client is the result of planned and systematic actions of **RISKS, OPPORTUNITIES, PREVENTION, DETECTION, CORRECTION, AND CONTINUOUS IMPROVEMENT** throughout the entire cycle of our management.
- Establish and regularly review the Objectives that we set ourselves annually in accordance with the commitments assumed by the organization and its management.
- Ensure at all times compliance with the Legislation and Regulations that are applicable to us, as well as the requirements that the company subscribes to for this purpose.

We are sure that the efforts of our team to achieve the above will revert to improving the quality of our work, helping to ensure a better future for **CLASSIC YACHT SHIPWRIGHTS, S.L. (CYS)**.

The management

Palma 07/04/2022