

III - QUALITY POLICY

Instituto Internacional de Idiomas dedicated to the tuition of languages, information technology, typewriting, school subjects tutoring and translation service undertakes the commitment to adhere to the terms/norms of the Integrated Quality Control and Management Policy ISO 9001:2000.

Our strategic quality targets include:

- **The establishment and reinforcement of** a culture of quality throughout the organization.
- To cater for **the satisfaction of our customers, suppliers and staff** by offering a personalized service, following a policy of loyalty to suppliers and adopting a modern approach in the management and motivation of our human resource team.
- **To provide value added elements to all our procedures** through satisfaction and loyalty marketing schemes, and the establishment of lasting ties with our customers, suppliers and staff.
- **Continually improving** all our management and customer service processes through survey results analysis, feedback, experience and the observation of other excellent companies' management styles.
- **Flexibility, speed and availability** in the administration process to offer a personalized and quality service.
- **Differentiation** through our services, products and performance to achieve a niche in the market and with firm prospects for the future.
- A **policy of alliance** with other public and private companies and organizations to learn, improve and create a greater mutual benefit.
- In all our purchases and actions we consider **the prevention and reduction of environmental impact** in favour of a sustainable development.

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