

POLICIES AND OBLIGATIONS WITH REGARD TO QUALITY

Currently, economic activity is undergoing a process of constant search for ways of securing full integration of the European Union. The political, economic and social changes are giving rise to constant shifts in the business horizon of companies which lack a definite, clear and coherent strategy.

*MASA International wishes to be prepared to face all the challenges ahead and to work towards the achievement of **QUALITY** as the means by which we may be able to respond to any situation or event which may occur.*

Our mission is to offer our clients a quality property. We must also be able to answer all questions placed by clients with the highest efficiency from the moment they purchase to the moment of the delivery of the property.

Our activity seeks -as the very final goal- the clients' satisfaction, therefore Masa's International managing and board of directors efforts must always be focused towards the search of the clients needs.

This commitment obliges us to, on the one hand, define our Quality Objectives and implement some policies and procedures towards the achievement of a Quality Assurance system according to the ISO9001. On the other hand, we also require the collaboration, professionalism and initiative of all staff that form the Masa International team, in order to improve and revise the existing GQS (Global Quality System).

This will enable us to assure that our processes and services fulfil the specifications demanded by the market place.

The Managing Director of MASA International is responsible for carrying out the Quality Policy and has established a Quality System which is set out in this manual.

Management informs all employees of the company that they are obliged to comply with the Quality System which is presented in this manual.

Management delegates the tasks of implementation, development and realisation of the Quality System to the Director of Quality.