

# POLÍTICA DA QUALIDADE

José Castro Silva & Irmão, Lda. It has been operating for over 18 years in the area of transformation, commercialization, import and export of granite and marble.

With a vast experience in the sector, we specialized in the supply of finished materials (granite and marble) for civil construction and public works, operating in the national and international market

### Our Mission

Promote the innovation of our products, finishing and production methods, guaranteeing the satisfaction of the needs and expectations of our customers, through the establishment of partnerships with our stockholders (shareholders, customers, suppliers, employees, society)

## Our values

### **Excellence and Quality**

The quality and constant search for excellence in our products

### Innovation

Creative Solutions

### Professionalism

High performance of our employees

### Commitment

The relationship with all our customers and stakeholders is based on principles of integrity and consistency between what is said and what is done.

# **Quality Policy**

### **Customer focus**

The needs and expectations of our Clients and stakeholders are carefully identified to ensure the delivery of the product / service that best suits each situation. We aim at total customer satisfaction, thus promoting customer loyalty.

### Involvement of employees

We promote and value a good organizational climate and the participation of our employees in the Quality Management System. We ensure your continuous training, aiming at improving your skills.

### **Improvement Continues**

We continually optimize our work processes and methodologies with a view to continuously improving our products and increasing the company's competitiveness and customer satisfaction.

### **Supplier Relationships with Suppliers**

We select our suppliers, based on quality and product requirements, and foster partnerships that promote the quality of our products and the organization.

### **Compliance with requirements**

We comply with the requirements of the standards and national and Community legislation applicable to our products

Guimarães, 20 de Abril de 2018