

Quality Policy

Grupo Piñero considers itself as a customer-focused organisation, committed to delivering quality in all its processes as a means of creating value.

We believe that the best way to ensure excellence in services is to surpass our customers' expectations, to grow on the basis of those relationships, in a lasting and innovative manner. We strive to know our customers' needs and expectations so as to offer them the best solutions, making continuous efforts to care for and increase their satisfaction and loyalty. Our quality commitments are:

- Respect and comply with standards and regulations in every country where we operate
- Provide our co-workers with continuous qualifications in Service Quality
- Maintain our infrastructure and equipment in perfect condition
- Pursue continuous improvement in all our products and services
- Implement service measurement tools at all our divisions, and personalised customer service.
- Ensure that we protect the health and safety of customers throughout the lifecycle of the products and services marketed at every destination
- Place continuous improvement at the very heart of our products and services

By training our staff and working as a team, we maintain control over working processes, to ensure that the quality of our offering results in a socially, economically and environmentally sustainable business.

The quality policy follows these principles:

- Service reliability
- Staff qualification
- Commitment to the personal touch
- Complete and well-maintained infrastructure and equipment