



# Quality Policy

The Management of **ONE2ONE DIGITAL STRATEGY S.L.**, in its commitment to ensuring service delivery and offering its clients services and products of increasing quality, in its activities of:

**"Provision of consulting services in digital strategy, user experience, and digital product development"**

Has established this Quality Policy, supported by its Strategic Management and based on its:

## Mission

*We accompany our clients in optimizing and digitizing their business processes with the goal of increasing revenue, optimizing processes, and gaining a deeper understanding of their customers.*

## Vision

*Committed to the **QUALITY, SECURITY, and SOLIDITY** of our projects.*

## Values

*We are a company that differentiates itself through credibility, reliability, and the trust we generate in the digital project development market.*

*Some key values:*

- *Respect for every individual*
- *Professional excellence*
- *Honesty*
- *Integrity and trustworthiness*
- *Responsibility*
- *Transparency*

The Quality Policy of **ONE2ONE DIGITAL STRATEGY S.L.**, in accordance with the **UNE-EN-ISO 9001** Standard, is based on the following principles/commitments:

- Commitment to complying with all Management System requirements and all applicable requirements (regulatory and legal requirements related to our activity, normative requirements under the UNE EN ISO 9001 standard, contractual requirements, and others).
- Commitment to the continuous **improvement of the management system**.
- Commitment to **efficiently controlling all processes and their potential** impact on the quality of our service, with a focus on:
  - Customer relationships
  - Quality of marketed products and solutions
  - High degree of alignment with our clients' needs
  - Personalized consulting
  - Meeting delivery deadlines
- Commitment to defining the organization's quality policy, promoting **its awareness, understanding, and application** among all staff.
- Ensuring strict control of purchases and suppliers, maintaining a portfolio of the highest quality products.
- Commitment to promoting staff involvement and awareness through continuous training, so that employees embrace the principle: **"Quality is Everyone's Responsibility."**

Madrid, February 27, 2024



D. Simon Noel García - CEO de **ONE2ONE DIGITAL STRATEGY S.L**