

QUALITY POLICY


GUTTAL, assumes quality as a key factor of the group's culture, and understands that its management orientation is based on a spirit of continuous improvement, covering all areas and work processes existing in the organization.

Based on its commitment to quality, GUTTAL aims to satisfy its customers, seeking to respond to their needs, continuously improving their internal processes and seeking to know and understand the current and future needs of the various interested parts, meeting your expectations to the fullest.

In this sense, the activity is based on the following focuses:

- Promote satisfaction and loyalty customer;
- Pursuing Excellence, investing in the improvement of products / services sold, as well as in the adoption of best business practices;
- Continuously improve the company's performance, by improving the product/service and its quality/price relation, never disregarding the satisfaction of the needs and expectations of our customers;
- To provide its employees with professional fulfilment, satisfaction and motivation, promoting good relations between them, investing in the valuation of training and continuous assessment and respecting their rights, in order to achieve individual and collective goals and objectives;
- Respect the principles of economic, social and environmental development, promoting a conduct of saving environmental resources and preventing pollution, as well as the management of interested parts in the various areas (suppliers, employees, customers, among others);
- Comply with all applicable legal, regulatory and normative requirements.

It is the duty of all employees to practice socially responsible conduct, which meets the objectives mentioned above, thus ensuring good quality management and therefore sustainable growth and the success of GUTTAL.



GUTTAL[®]
PEDRO SENDIM LDA
A GUTTAL

(Guttal)

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