

The management of ESTAMPACIONES DURANGO, aware that future success depends on adequate quality management, understood in all its meaning and as a habitual way of working, declares as fundamental principles of action:

- **PERMANENTLY SATISFY THE CUSTOMER'S REQUIREMENTS**, including those legal and applicable regulations, which means that the products we supply to the MARKET meet the suitability for use, performance, safety and reliability.
- **BE COMPETITIVE IN THE MARKET**, which means that through a correct application and compliance with the QUALITY SYSTEM, it will allow us to control and reduce the COSTS OF NON-QUALITY, or what is the same, eliminate the waste of operations that do not incorporate value added to the product COST REDUCTION.
- **WORK IN THE WHOLE ORGANIZATION**, with the philosophy or culture of ZERO DEFECTS, that is, FREE OF FAILURES.
- **PRACTICE IN THE WHOLE ORGANIZATION**, organized teamwork, that is, the participation of all staff in problem solving and CONTINUOUS IMPROVEMENT.
- **ADOPT BEFORE ANY PROBLEM APPEARS**, corrective and preventive actions, investigating the potential causes of failures and eliminating them.
- **EVALUATE** the results to work on CONTINUOUS IMPROVEMENT, that is, work on PREVENTION.
- **INVOLVE OUR SUPPLIERS**, as an integral part of our Quality chain, just as we are of our CUSTOMERS.
- **WORK THROUGHOUT THE ORGANIZATION**, with the concept of customer satisfaction, applying it rigorously in our permanent relationships as SUPPLIERS and CLIENTS.
- **TRAIN ALL PEOPLE IN THE ORGANIZATION**, to meet the requirements of each job.
- **MAINTAIN AND IMPROVE OUR QUALITY SYSTEM**, according to the expectations of our Clients and other interested parties.

Ángel María Garate

General Manager