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**QUALITY CONTROL SYSTEM**  
**Quality policy**



**QUALITY POLICY**

INTERLINCO is a company specialised in the provision of professional linguistic services: translation, interpretation and a diverse portfolio of value-added linguistic solutions. We are a dynamic and clearly client-oriented company with a firm commitment to quality.

Upon the Management's request, the company has established and implanted an Integrated Quality Control System based on the requirements specified in standard 150 9001:2015. Additionally, the requirements outlined in the standard specific for the translation services sector, have also been included.

The primary objective of our Quality Control System is to continually improve each one of our business processes and linguistic services, as well as the quality of our customer service.

We will achieve this goal by:

- Understanding and complying with legal and technical requirements in every project.
- Customer orientation, focusing the business's activities and decisions so as to satisfy the needs and expectations of its clients.
- Talented personnel, internal as well as external collaborators, whose skills comply with the competency standards indicated in 150 17100:2015 for Translation Services.
- Assuring quality in all business processes.
- Assuring confidentiality, safety, availability and information integrity.
- Maintaining spirit for continual improvement in every one of the business's activities.
- Encouraging innovation and investing in technology.

All of this goes together with our commitment to granting autonomy to and promoting initiative among the members of our personnel, as well as providing a favorable work environment that fosters both professional and personal development, as these are dimensions essential to the achievement of corporate objectives.

The management and the personnel of this business establishment understand and share this integrated control system as a working method for each and every one of their tasks.

This policy has been communicated to all members of staff and is understood, applied and updated at all levels of the organisation. Follow-up is regularly carried out to monitor compliance with and the effectiveness of the policy.

Management.

Lourdes Sánchez-Cervera  
Socia Directora