



QUALITY POLICY

ARGÓN / INTERNATIONAL FORMATION CENTER and TALK AND MOVE ON are a group of companies whose business activity is mainly focused on: **“Design, planning, development, production and delivery of training courses to clients of private companies and public administrations in any type of modality: face-to-face, distance, Internet, CD ROM. Non-regulated training”**.

In addition, for the sake of the pursuit of continuous improvement, it also has an orientation towards the field of HR Consulting, recruitment and selection services, tutoring and dynamisation services in virtual classrooms, competence assessment, etc.; with the objective to include it in a future certification.

Our clients are private and public companies, public administration, training institutes, professional associations and private individuals who wish to improve or acquire certain professional skills.

Our scope of action is developed both nationally and internationally, having at present a very important source of clients and projects in Germany and Spain.

In order to provide the best service to our customers, we are aware that, in order to achieve our economic objectives, the company must not pursue exclusively its profit by forgetting to provide a quality service. For this reason, the Management has established and implemented a Quality Management System based on the requirements of Standard **UNE-EN-ISO 9001 (2015)**. That is why we commit ourselves to:

Establish continuous improvement as a fundamental principle of action, based on prevention rather than correction. Optimizing human and material resources, including raw materials, all aimed at the permanent improvement in the efficiency of our processes.

All employees are responsible for providing a quality service, so **ARGÓN / IFC / TALK AND MOVE ON** takes care of their awareness and training in quality and management systems to which the organization is committed.



Staff suggestions for process improvement and operational improvement are encouraged.

ARGÓN / IFC / TALK AND MOVE ON undertake to comply with the legal and regulatory requirements applicable to our service.

The purpose of the quality management system is to offer our customers a total guarantee of our services, and to achieve full satisfaction of internal and external **ARGÓN / IFC / TALK AND MOVE ON** customers, thanks to the fulfillment of the established requirements. To this end, the quality system has as its fundamental objectives:

- Ensuring the quality of the services provided, understanding as such the part of quality management aimed at providing confidence that the quality requirements will be met.
- Compliance with the requirements offered to customers, consolidating confidence in **ARGÓN / IFC / TALK AND MOVE ON**.
- Management, effective control and continuous improvement of the management system.
- Assignment of efficient functions and responsibilities.

These objectives are general. In the meetings of System Review, quantifiable objectives are established for a specific period of time, including the objective evidences that demonstrate its achievement, the person who will be responsible for its execution and the resources available to achieve them.

The assurance that all the people in the organization that influence quality know the Quality Policy and the objectives set is achieved through the dissemination of them, at all levels of the organization and the distribution of documents that apply to each level in the different jobs.

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