

QUALITY COMMITMENT

- Ø The Quality System will be communicated, understood, applied and kept by the whole organization of the Company. The diffusion is made through the Quality documentation, information leaflets for diffusion, formation courses and meetings.
- Ø The Quality System should generate confidence, both for the Company staff and for Customers, Companies and Official Organisms.
- Ø Special emphasis should be made in preventing mistakes before being made and should they happen, in detecting and correcting them, in order to avoid their repetition.
- Ø The Quality System will be perfectly adapted to the type of products manufactured, with their own peculiarities, in the different sections: Detergents, Paints and Cements.
- Ø The Quality System will always intend to increase the satisfaction degree of its customers.
- Ø The Quality System Manager has the necessary authority and freedom to order the fulfilment of the Handbook requirements, detecting deviations, recommending solutions and verifying their implementation.
- Ø The Quality level established in this handbook will not be reduced even in cases when customer specifications were less exigent.
- Ø All the employees involved are responsible for following the established program, everyone in his corresponding activity level.
- Ø The means used should be the most suitable ones and will be selected and controlled in order to fill the requirements, safety and fiability required.
- Ø All the people working in the activities of the Quality System, should have the appropriate knowledgement to be able to sep their functions and will implement and make implement all the established requirements.
- Ø The implementation of everything established in this Quality Handbook has been progressively made, with priority to those aspects destined to improve the quality level of the product and to show the quality level.

Fdo.: Omar Cuadrado Reyes
President

April 27th, 2005