



EDICIONES COMPLUTENSE manages the publishing activity of Complutense University of Madrid, a service that is aimed at achieving excellence and based on the following general objectives: to promote the publication in any medium of scientific, humanistic, educational, technical, cultural and artistic works, and to contribute towards the general advancement of knowledge, particularly through initiatives and activities within the field of university publishing, either itself or in partnership with other entities or institutions of a public or private nature. To that end, it offers the following services, which are certified under ISO90001 standards:

“EDITING, PUBLICATION AND DISTRIBUTION OF BOOKS AND MAGAZINES”

It is fully aware of and accepts its commitment to the quality of its activities, for which reason the Management Department has defined the following management principles:

- ❖ **Meeting the expectations of our clients** and interested parties regarding all matters related to the performance of our activities.
- ❖ **Compliance with the Quality Commitments** enshrined in the Portfolio of Services.
- ❖ Use thereof as a framework for the **establishment and review of quality targets** as defined in the scope for the purpose of **ongoing improvement** in its activities to which the Management System is subject.
- ❖ Maintaining **communication** both internally and with its clients, government agencies, suppliers and other interested parties regarding all related aspects of the Management System.
- ❖ **Compliance with applicable legal requirements**, the commitments made to clients and all regulations, internal rules or practical guidelines to which the company is subject.
- ❖ **To assess and guarantee the technical competency** of staff, as well as to encourage adequate staff motivation in order to foster involvement in the ongoing improvement of relevant processes at the company.
- ❖ **To guarantee the correct condition of the installations and equipment** in order to ensure they are fit for the task, objectives and goals of the organisation.
- ❖ **To guarantee an analysis** of the indicators **for each process**, defining the actions to be taken in each specific case based on the results obtained and the expected results.

These principles are accepted by the Managing Department, which guarantees that it has the necessary resources for compliance therewith, and communicated to the public via this Quality Policy.

Approval of this Quality Policy implies that all the persons and departments mentioned in all SCA documentation have a responsibility and obligation to perform the tasks assigned to them.

Management Department