

The CEO of TCX MICRO S.L. defines its Quality Policy as an integral part of the company's strategic lines and is committed to complying with, disseminating and ensuring compliance by all staff.

The defined Policies translate into specific and measurable objectives treated in a specific way in accordance to what is described in this "WEB-ISO" Handbook.

As a way of expressing its commitment to quality, the TCX MICRO QMS. is based on ISO 9120:2018 "Aerospace Material. Quality management systems. Requirements for aviation, space and defense distributors" and ISO 9001:2015 "Quality Management Systems -Requirements". To confirm that the requirements of this standard are met, TCX MICRO S.L. voluntarily submits its Quality Management System to the certification scheme of an Accredited Certification Entity.

The TCX MICRO Quality Policy comprises all actions that are integrated into the QMS, and is defined as follows:

### ***TCX MICRO LEADING TECHNOLOGY***

TCX is a strategic partner for industrial and automotive manufacturers. We are a leading provider of electronic components services with more than 15 years in the market.

Today we enjoy a strong reputation as one of the most trusted, professional and customer-oriented service providers in the industry.

The Directorate of TCX MICRO, S.L. has established as a priority the commitment to quality by allocating and providing the appropriate resources to achieve it and also to obtain information that facilitates the analysis of results as a basis for decision-making that will guide us to continuous improvement. Through the leadership I assume, I transmit this information to be applied to all levels of TCX MICRO, S.L. considering each of its members as an active part of this policy

## **OUR COMMITMENTS**

- To offer the customer a reliable, flexible and dynamic Service
- Have the latest search tools to locate the electronic components that the customer needs.
- Rapid response and fulfillment of agreed delivery deadlines.
- Excellence in customer service.
- Document the systematic method of the working of our strategic areas, in order to use it as a reference and learning tool for new additions to the company.
- Use the tools that ISO 9001 makes available to us to continuously improve.
- Observe the importance of meeting customer-agreed and legal and regulatory requirements

This declaration serves as a reference framework for establishing and reviewing specific and measurable objectives, communicated to the organization, and treated specifically in accordance with what is described in FP101 "Management Planning".