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The DOWN MALAGA SYNDROME ASSOCIATION has implemented a Quality management system within its reach:

“Provision of support services for people with Down Syndrome, and their families aimed at promoting their educational, labor and social inclusion.”

Quality Policy is based Málaga Down to comply with and improve the expectations of users and their families through the following actions:

- Keep personalized attention, focusing on individualized needs of each user
- Know and comply with all requirements related to the activity, whether established by the users themselves, by the applicable laws and regulations, or the Association itself.
- Continuously improve work processes through individual and team participation of all members of the Association, training and analysis of the suggestions and comments of users and their environment.

To achieve these objectives, it is the policy of the Board of Down Malaga promote the implementation of the following measures:

- Establish and maintain an effective and efficient Quality Management System, within which measurable objectives are established and reviewed. es.
- Ensure that the conformity assessment work regarding the requirements will always be supported in results and objective evidence.
- Ensure availability of materials, technical and human resources sufficient and appropriate for the activity can successfully develop resources.

The quality management system Down Malaga, is based on the requirements of the **UNE-EN ISO 9001:2015**.

In Malaga, October 4, 2017