

QUALITY POLICY

The quality of the service we provide, together with the satisfaction and loyalty of our customers are the motivators of Viajes La Alegranza, whose policy could be defined as follows:

- ✚ To achieve the complete satisfaction of every customer who visits us, providing a quality service.
- ✚ To meet the customer's requirements, as well as the incorporation of systems that allow the customer to give their opinion about the service we offer and the possible improvements that, in their opinion, we should make.
- ✚ To continuously promote the improvement of service quality among the agency's professionals.
- ✚ To have the latest generation technology that allows us to speed up the procedures for contracting suppliers, reservations, etc.
- ✚ To assign the necessary resources, human and material, to achieve the adequate implementation and evolution of the defined system.
- ✚ Satisfy all applicable requirements, including legal and regulatory ones.
- ✚ Communicate to the organization, through this policy, the importance of satisfying these requirements.
- ✚ Continually improve the effectiveness of work processes.
- ✚ Continually improve the results of previous years.

This quality policy is reviewed annually to ensure that it remains in line with the company's strategy and the requirements of the ISO 9001 Standard in force.

Arrecife, at 18-12-19

Sgd. Ana Brito
Director