



VARDON KENNETT

Santa Margarida d'Agulladóç

Quality Policy

Fully convinced of the importance of the Agulladóç's correct management, we consider it a priority to develop a quality policy that allows us, through its application, and based on the mission, values, customer satisfaction and continuous improvement, to contribute to achievement of the objectives of the vision, in order to be leaders in the first-rate quality sparkling wines sector.

To achieve this, Agulladóç:

1. Establish efficient operational processes to ensure the Quality of our Sparkling Wines and the service provided.
2. Comply with applicable legislation in the area of quality assurance, control and management.
3. Developed training programs to collaborators to execute the assigned work with a high level of Quality, and always promoting teamwork.
4. Apply new technologies to provide a better service to our Clients, both internal (Workers) and external (Distributors and Consumers).
5. Listen to the voice of the Customer through the Service Systems to optimize the treatment and resolution of suggestions, complaints and claims by our customers
6. Encourages the participation of Collaborators to apply Actions (Preventive, Corrective and Ideas) that allow the improvement of the Management system.
7. Verify compliance with the Agulladóç Policy, define and periodically review the established Objectives.

The Agulladóç's Management commits review and updates this policy periodically.