

Since its constitution Ecler company has presented its the design, production and commercialization services of professional audio products. Always offering as a primordial argument in its offer, its responsibility and its quality of service.

The objective of the quality policy of our company is to consolidate this reality, always improving the service and attention to the requirements of our customers. To achieve this, we have adopted the strategy of creating a comprehensive management system based on processes, which is reviewed annually by an external company, in order to achieve certification in accordance with ISO 9001-2015 and ISO 14001:2015.

When choosing us, Ecler's customers can be sure to find a reliable response from the first contact until the end of the process.

To reach this reliability, the company defines the following points as priorities:

- The customer and stakeholders satisfaction of our service.
- Consolidate our presence in the market as a supplier in the design, production and commercialization of professional audio products.
- Introduce the appropriate technical resources to increase our service capacity.
- Maintain the personnel continuous training as an indispensable way to maintain and increase our competitiveness.
- Optimize the costs of each of our processes to increase our profitability and effectiveness.
- Minimize labor risks and improve the work environment to achieve a good working environment.
- Minimize the impact of our processes over the environment, preventing environmental pollution.
- Analyze the processes and the management system continuously and with reference to indicators, applying concepts and tools based on continuous improvement.
- Comply with the legal requirements applied to the sector, the ones self-imposed in our management system and enhance ethical values (integrity, trust, fairness, dialogue, transparency, dignity, legality, civic, ecological and responsible commitment) to all members of the organization, extrapolating them to third parties.
- Analyze the risk factors and opportunities that affect our sector and establish all the necessary actions to address them.

The Quality System has been developed under our direction and has our full support. All the details of the policies, procedures and practical details are described in the Quality Manual, the Procedures Manual and in their work instructions in a simple and dynamic way.

The leadership, coordination and execution of the necessary actions for the assurance of quality rest upon senior management, which guarantees the human, technical and economic means necessary to achieve a system with efficiency and effectiveness in the work developed that is being.

Management establishes some objectives, some goals, a vision and the way of carrying out, planning and business policy to lead to a constant improvement in the performance of the organization. Those objectives will be measurable to facilitate an effective and efficient review by the management, considering:

- The current and future needs of Ecler and its market.
- Relevant findings made by management reviews.
- The performance of the processes.
- The levels of satisfaction of the stakeholders.
- Resources needed to meet the objectives outlined.
- The results of the self-evaluations
- Comparative studies, analysis of the competition and improvements in general.

In case of problems or differences of opinion that could not be resolved in accordance with this Manual, they must be submitted for final resolution.