

QUALITY POLICY

OFFICIAL CREDIT INSTITUTE



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I. INTRODUCTION

The Official Credit Institute (ICO) is a public business entity with a mission to **promote economic activities that contribute to growth, national development and the improve the distribution of national wealth**. In particular, activities of social, cultural, innovative or ecological significance are afforded priority attention.

The ICO's commitment to the development of its mission is reflected in the approval of this Quality Policy, which has become the backbone of the Quality Management System.

II. PURPOSE

The purpose of this Policy is to promote the development of instruments that improve the efficiency of the ICO's processes and resource management, with the aim of successfully achieving both its Mission and excellence in the performance of its functions.

This is the reason for this policy, which constitutes the framework for developing the procedures and tools necessary to establish quality objectives and implement an effective Quality Management System, based on the requirements of **ISO 9001**.

This quality management system will be subject to verification by a certification body accredited by the *Entidad Nacional de Acreditación* (National Accreditation Entity - **ENAC**).

III. SCOPE OF APPLICATION

This Policy applies to **all the organisational units** that form part of the Official Credit Institute. It therefore affects all persons working for the institute, within their areas of expertise and responsibility.

IV. PRINCIPLES

In order to achieve the objectives of this policy, the ICO adopts and promotes the following principles, which govern all its quality activities:

- 1) Focusing the management and development of the activity on **identifying and satisfying the needs and requirements of ICO's internal and external customers, as well as those of**

- its stakeholders¹**, offering satisfactory products based on criteria of efficiency and effectiveness.
- 2) **Guiding the management of the institute towards operational excellence**, with preventive actions and continuous improvement in which the entire organisation is engaged. All this in line with the various measures implemented by the Administration to improve the quality of public services and in accordance with the requirements of the ISO 9001 standard.
 - 3) **Implementing and applying efficient processes and products**, assessing their impact on society, and **continuously improving them** to guarantee the competitiveness of the institute in the long term.
 - 4) Promoting the **effective implementation of** the Quality Management System in order to add value to the different activities of the ICO.
 - 5) **Engaging all employees. Providing information and training on** the Quality Management System and making ICO staff **aware** of the importance of its correct development in order to optimise the improvement of their work. Likewise, guaranteeing optimum working conditions, which promote the participation of staff and their commitment of the quality objectives.
 - 6) **Compliance at all times with all applicable requirements**, both of a general nature and any other requirements to which the ICO voluntarily subscribes. In particular, compliance with the requirements set out in ISO 9001.

These principles form the framework for defining and monitoring the objectives for continuous improvement as part of the quality management system.

V. LEADERSHIP

The ICO Management undertakes to observe and promote the principles of the Quality Policy, as well as to review them to ensure that they are consistent with the vision and mission of the institute, and to adapt them to its purpose and objectives.

By approving this document, the ICO Management declares its **responsibility to ensure the application of these principles**, the maintenance of the management system and its continuous improvement. For this purpose, the defined quality objectives will be subject to

¹ Stakeholders: Natural and legal persons, public and private institutions, public administrations and organisations in general with which ICO interacts.

monitoring and periodic evaluation, with appropriate
measures planned for their achievement.

VI. PUBLICATION

The ICO will publish the Quality Policy on the intranet and on the external website (www.ico.es).

VII. ENTRY INTO FORCE

This version of the Quality Policy comes into force on 25 May 2021, on the date of its approval by Management (Operations Committee).



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