EAH QUALITY PROGRAM

Our quality program is based on our Quality Policy, which aims to offer our customers high-performance logistics solutions based on creativity and constant optimization of operations and the Quality management system. We focus on overall cost reduction and meeting requirements, respecting our partners and investing in the personal growth and technical improvement of our employees.

PDCA is a daily tool for maintaining our procedures to optimize processes for the benefit of competitiveness and quality in the risk management of our operations. We seek to carry out everything with prior planning so that the final result serves our customers satisfactorily, with control of information and data.

We invest in training and qualification of our greatest capital, our employees so that everyone is integrated into the quality management system.

The consistency of our quality program is due to the technical management of the quality department with the management of all matters related to quality, certifications and regulatory affairs that have an influence on our activities.

Quality Department Guidelines

1- **Customer Focus:** understanding their needs and exceeding their expectations;
2- **Lead:** Direct, Delegate and Develop;
3- Obtain commitment: Team members must commit to the company's projects and put their skills at the service of it;
4- **Continuous improvement:** always look for processes that can be improved and that also affect the entire organization, not just the main production process;
5- **Implement processes:** Implements the activity and the resource managed by the company, within a process previously created by the quality department;
6- **Decide based on events:** Effective decisions are based on confirmed facts and data;
7- **Manage relationships:** They must be of mutual benefit with the aim of creating value.

What is the quality department.

It is the team that is responsible for implementing the ISO 9001 standard and the company's other certifications. This establishes the parameters for the implementation of a Quality Management System. This team aims to ensure that the company's policies are complied with. It ensures that the objectives are met within the deadlines laid down. The quality department implements supervisory criteria for the approval of the final product/service, leads improvement and training projects. It also manages the company's stated objectives. Therefore, it is responsible for adapting and implementing the requirements of the Quality Management System. To this end, it complies with the legal and juridical framework provided.

Functions of the quality department.

- **Adapt to the proposed parameters:** Such as the parameters of the ISO 9001 standard and other certifications. Establishing the requirements of the Quality Management system.
- **Lead projects:** Audits, risk analysis, preparation of design reviews or risk analysis. It directs initiatives.
- **Promote interaction between teams:** Strategically executes the company's quality policies by implementing a continuous improvement process.
- **Manages documentation:** Controls the legal and legal frameworks that underpin quality processes.
- **Participates in design processes:** Provides practical and innovative solutions
- **Ensure training:** Workers must be trained so that a quality management system can be implemented.

Quality management system – QMS.

The QMS – Quality Management System is a set of elements that, integrated into the organization, work as a gear to serve the Quality Policy and the company's Objectives, and it is through this system that we highlight the quality of our services, meeting customer expectations.

Benefits of the Quality Management System:

- Process optimization;
- Cost reduction;
- Increase in the final quality of the service provided;
- Rapid diagnosis of occurrences;
- Critical and technical analysis of Risk and Opportunity Management;
- Provide security to teams.

The quality department is key to creating a process of optimization of the service or product. It is necessary to increase competitiveness through quality. The service or product must be excellent, the risk minimal, and the losses imperceptible.

Customer loyalty is the primary objective.