

Quality Policy

The management and personnel of Group-IPS are fully committed to providing the highest quality of service to the client.

Quality

The primary objective of Group-IPS teams is to deliver on time, within scope and budget, aiming to collaborate with customers to ensure full satisfaction that contributes to their success. The Executive Management is committed to the development and application of IPS methodology and the continuous improvement in performance of all systems.

Care

We listen and act on any customer complaints registered at the Group-IPS quality desk: quality4customer@group-ips.com. Corrective and Preventive actions will be immediately taken following any non-conformity resulting from customer claims and internal audits.

Self-leadership

Group-IPS continuously measures and improves the effectiveness of the Quality Management System through the company's main Key Results, which are [internal quality audits program achievement](#) and [external quality complaint rate](#).

Global thinking

Management is committed to delivering a uniform service across all our subsidiaries by:

- Defining and reviewing the quality objectives, reporting on the effectiveness and suitability of the Quality Management System.
- Ensuring the availability of competent resources, fully trained and self-driven colleagues who actively participate to meet the objectives.

Customer Focus

Group-IPS and its personnel continually strive to meet the interests and expectations of all our customers, to improve the quality of service, and to search for satisfaction and improvement. Group-IPS will periodically review its performance with all customers, and efficiently support and participate in internal audit programs.



Denis Luquiau
Chief Operating Officer



Juan Sanchez Chatar
Chief Executive Officer

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