

## QUALITY POLICY

AbroadLink Translations is a translation company specialized in the main European and world commercial languages (Arabic, Chinese, German, French, English, Italian, Spanish, Russian, etc.). Amongst our main areas of specialization are marketing and publicity, information technology, medicine, the manufacture of industrial equipment and medical devices, dentistry and pharmacy.

As a company offering one-stop translation services, our role is to help other companies communicate with markets of different cultures, transmitting the concepts and ideas of their products and marketing, with a very clear goal: increasing their sales abroad. With this goal in mind, AbroadLink Translations has defined its business philosophy in eight points:

- Selection of qualified professionals
- Balance between time and quality
- Technological innovation as a strategy for the future
- Timely delivery guarantee
- Non-Disclosure Agreement
- Skopos theory: translation adapted to objectives
- Open and honest communication with the customer
- Definition of workflows

Our purpose is **to manage all of our customer's projects** in any language. We aim to become a one-stop provider for linguistic services.

In line with the above, AbroadLink management has committed to implementing a Quality Management System, based on the standard ISO 9001 for quality management, the standard ISO 17100 for translation services and the standard ISO 13485 for medical devices, assuming the leadership in this project and providing all necessary material and human resources.

AbroadLink Translations's Quality Assurance Policy, as the main document of this Quality System, has been revised and distributed, also serving as the foundation for the establishment of our objectives, based on the following essential guidelines:

- **Satisfaction of our clients**, providing them services that comply with their demands and needs.
- **Ongoing improvement** of our work-flows and technical means.
- **Manpower** highly specialised, aware of its tasks and duties in order to respond to our client's applicable requirements.

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Translations