



Quality Policy

"Satisfying our customers is our guarantee of the future and our reason for being"

LCN, dedicated to the manufacture of systems and components for the automotive sector, focuses its leadership and commitment on increasing customer satisfaction, offering products and services in accordance with their needs and expectations, as well as effective and efficient responses, strengthening its credibility and trust and ensuring its excellence, competitiveness and sustainability as a first level supplier. For this, **LCN** establishes and maintains its **Quality Policy** aligned with the general purpose of the Company and its Strategic Management, based on the following commitments:

- ✓ Review, continuously improve and ensure the effectiveness of the quality, safety and health and environmental management system, in accordance with the requirements of **ISO 9001, IATF 16949, ISO 14001 and ISO 45001**, which adds value to the organization and provide the frame of reference for setting improvement objectives.
- ✓ Promote customer focus throughout the organization and ensure that customer and applicable legal and regulatory requirements are determined, understood and met regularly.
- ✓ Analyze, detect and understand the current and future needs and expectations of stakeholders.
- ✓ Promote risk-based thinking, determining and considering risks and opportunities that may affect the conformity of products and services and the ability to increase customer satisfaction.
- ✓ Ensure that quality objectives are established that are compatible with the context and strategic direction of the company and that they are met at all functions and levels.
- ✓ Promote continuous improvement of the management system and ensure the integration of the System's requirements into business processes and when changes are planned and implemented in the system and in the company.

- ✓ Communicate to the entire organization and stakeholders the importance of effective quality management and compliance with the requirements of the quality management system.
- ✓ Direct and support people and the responsibilities and authorities of all the roles necessary to contribute to the effectiveness of the system and the achievement of the planned objectives, ensuring that all material and human resources are available, promoting maximum professional competence, motivation for a job well done and responsibility for it by all staff.
- ✓ Involve our collaborators and our supply chain in reciprocal responsibility and commitment, ensuring that the processes, products and services supplied externally are in accordance with the requirements, considering them an extension of LCN and remaining within the control of its management system.

Lorenzo Caballero del Nuevo
CEO

Guadalajara, April 16, 2021



 **LCN**