

## **Policy of quality of Som – Fundació**

Som – Fundació is fully orientated to the persons we support and to the families of preguardianship, with the commitment of providing them with the best services and with the will of being a referent in the sector. The aim is to optimise the senses without detriment to the quality.

The basic objective is the satisfaction of the necessities and expectations of the person we give support, fulfilling our commitments and optimising our management, guaranteeing that we answer to all the persons involved.

Being a completely ruled activity, this policy implies satisfy the legal norm, always considered as a minimum, and never as an objective.

Our aim is that the continuous improvement of the service will be carried out with the active participation of all the staff of Som – Fundació, by means of interdisciplinary team work. Each worker is committed to participate actively and develop relationships of collaborations, inters as well as externs, depending on their responsibilities, including companies of the sector, and entities providers of services, and so on.

Som – Fundació looks out for giving adequate formation and information to all the staff, addressed to a better competence and transparency of the System of Management of Quality.

We search for the excellency of our services based on the requirements of the norm UNE-EN ISO 9001:2015 and the fulfilment of the objectives of quality, by means of the analysis of the System of Management of Quality and we have in mind the management of the risks and opportunities when defining the processes, as well as the management of knowledge.

Likewise, Som – Fundació tries to promote an effective and efficient entity by means of the settlement of a model of quality of Full Inclusion. The model is based on the interaction of 3 essential components: quality of life, quality in management and in the Ethics, from which we offer individualised supports that are generators of quality of life of the people we take care and that act as agents of social change.

Som – Fundació declares its commitment to the settlement and development of policies that integrate the equality if the treatment and opportunities among women and men, without discriminating, direct or indirectly, for motives of sex, as well as the impulse and promotion of measures to achieve the real equality in the organisation, in concordance with the *Llei Orgànica 3/2007, March, 22<sup>nd</sup>* for the effective equality among women and men.

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