



Famatel®.uk

To satisfy the demands of today's market, we have a Quality Management System in compliance with the ISO 9001 standard, which is effective and efficient and has the customer at the centre of our actions. With a strategy of internationalisation, we strive to optimise our resources, adapting our operations to a changing and demanding reality.

"In Famatel, we have the knowledge, the experience and the technology necessary to develop new electrical solutions to address the needs of the sector."

Carlos Latre,
Co-founder and CEO of
Famatel October 2022

OUR POLICY

The customer. Achieving customer satisfaction is our primary objective. Living up to their expectations, anticipating their needs, providing value and solutions that will enable them to be more competitive and become an ally of quality.

Improvement. Our greatest challenge is continuous improvement, improving the quality of the product and the service, the efficacy and efficiency of processes in our system. For this purpose, we continuously and rigorously analyse internal and external factors that can condition the planned performance; we examine the risks and opportunities, the needs of customers and interested parties, supported by technologies that provide reliability and flexibility. As a result, we promote improvement actions and undertake new projects

People. We believe in our workforce, suppliers and collaborators; we have proof of their commitment and skills. We promote a network of measurable objectives that reinforce people's confidence and acknowledge their merits. We participate in social action initiatives supporting the inclusion of people in the job market and contributing to improving their quality of life and our growth as an organisation. Internal and external communication is a crucial element in our system.

Quality is a priority, and it is everybody's responsibility.