



QUALITY MANAGEMENT SYSTEM
QUALITY POLITICS

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QUALITY POLITICS

For CAJAMAG the following are the fundamental principles on which bases its integrated quality policy:

- **CUSTOMER FOCUS (AFFILIATES service users):** Offer services that meet the needs and expectations of both users and affiliates as vulnerable and stakeholders within the framework of social responsibility and compliance with applicable requirements.
- **PROCESS MANAGEMENT:** Manage processes to achieve continuous improvement of the management system and guarantee the results presented by the Fund.
- **IMPROVING THE PHYSICAL INFRASTRUCTURE AND TECHNOLOGY:** Adequacy of physical and technological infrastructure to support processes and the strategy defined by the Fund.
- **HUMAN DEVELOPMENT:** Skills development, social sensitivity, awareness and commitment of all staff to generate a favorable environment that translates into an excellent care for members and users.
- **EDUCATION:** formed integrally people through quality educational programs that meet the needs of the region, ensuring the relevance to the productive sector or target population.
- **FINANCIAL:** Ensure financial sustainability of the Fund, generating stability in the projects and programs of the Corporation.