

## QUALITY AND SUSTAINABILITY GOALS

Quality objectives (OC) and sustainability goals (OTS) of the corporation and thread quality objectives (OCS) are:

1. **OCS:** Tourism activities and plans to offer in terms of quality, ensuring member satisfaction and community, meeting the requirements established legal and organizational specifications.
2. **OC:** Increase Coverage developing programs, projects and social services oriented affiliates, vulnerable population and community.
3. **OC:** ensure financial sustainability.
4. **OC:** Have competent staff in developing their staff skills Corporation.
5. **OC:** Develop competencies and skills of staff.
6. **OC:** Have an adequate, integrated and secure physical and technological infrastructure, which ensures reliable and timely functioning of the Corporation.
7. **OC:** Improve Member Satisfaction and Service Users.
8. **OC:** Keeping the promise of the Service.
9. **OC:** Ensure optimum process performance.
10. **OTS (Environmental):** Protect the scenic beauty and natural resources, preventing pollution and mitigating the impacts caused by the activities of social service tourism destinations in which it operates.
11. **OTS (Sociocultural):** Promote, support and participate in cultural activities at the local level and those that are called by the community, preventing social risks.
12. **OTS (Economic):** Contribute to improving the quality of life of the local community by creating direct or indirect benefits according to the needs of the case.
13. **OTS (Security):** Caring for the physical integrity of our stakeholders in our facilities and / or during the provision of services.

Note: the document comes from the Strategic Plan document GER-1-01-DE-17 of Tourism of the Kawak application.