

QUALITY POLICY

Videoswitch, a company dedicated to the design, development, manufacture, support and integration of professional video and audio equipment, has focused on customer satisfaction since its inception, seeking that all the developed products, solutions and services meet or even exceed their expectations. In this sense, the management of the company undertakes to:

- Comply with applicable requirements as well as other stakeholder requirements.
- Maintain and promote excellence in the products, solutions and services provided by implementing quality assurance processes that guarantee the continuous improvement of our products and services, as well as the Quality Management System.
- Active listening to meet customer needs and continuously improve our products, solutions and services, as well as business and interpersonal relationships.
- Commit to ensuring that all equipment is tested before delivery.
- Ensure prompt attention to any claim or support request, always seeking to exceed customer expectations.
- Define, implement and maintain production and development processes that constantly evolve and guarantee the delivery of reliable solutions that exceed user expectations.
- Sustain a spirit of internal and external, open and transparent communication that allows rapid action by those involved to resolve problems and facilitates the permanent improvement of all processes.



Management
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