TAFALLA
IRON FOUNDRY

Quality Policy

At **Tafalla Iron Foundry, S. Coop., customer satisfaction–achieved** through the quality of our products and services–is an essential condition for success.

We are an **industrial cooperative** belonging to the MONDRAGON group, specialized in the manufacture of engine blocks and cylinder heads for the automotive, industrial, and agricultural vehicle sectors. We operate in a highly demanding environment, facing challenges such as the energy transition, global competition, and the need to attract and retain talent, which further strengthens our commitment to **continuous improvement, product safety**, and the **strict fulfillment of our customers' requirements**.

Only through the genuine implementation of a **Quality Policy** that encompasses all cooperative activities, with the **involvement and participation of all members**, can we improve the quality, service, and cost of our products, as well as the **safety with which work is carried out.**

The participation of our people–supported by appropriate **training, motivation, and communication**–is essential for **achieving quality objectives** and the continuous improvement of the management system.

The key principles of this Quality Policy are:

- To accurately understand **customer needs** and other **applicable requirements** (legal, regulatory, contractual, etc.) and ensure their compliance.
- To analyze and consider **risks and opportunities** that may affect product and service conformity and our ability to enhance customer satisfaction.
- To correctly design, control, and analyze processes.
- To prevent errors and quality failures at early stages by adapting processes based on team analyses, thereby fostering a **culture of defect prevention** and striving toward the goal of **"zero defects."**
- To continuously monitor product quality and the level of **customer satisfaction.**
- To work **rigorously and with discipline** according to established procedures and standards.
- To perform **self-assessments and periodic audits** of both processes and the quality system to ensure compliance.
- **To promote the reduction of variation and waste** in our processes as part of our commitment to efficiency and continuous improvement.

This policy provides the **framework for setting quality objectives** and will be **communicated, understood, and applied at all levels of the cooperative**. It will be periodically reviewed to ensure its adequacy to the organization's context and strategy.

Reviewed and approved by the Management Council in September 2025

Miguel Ugalde
Managing Director

MONDRAGON HUMANITY AT WORK Finance Industry Retail Knowledge