



TOTAL QUALITY - Decalogue

1. **Quality is essential to the company** competitiveness and, hence, to our survival.
 2. **Quality is everyone's business.** We are all responsible for doing our job well.
 3. **Trust is a factor of progress.** We achieve it through professionalism, honesty and quality ethics.
 4. **Information and communication** are essential to achieve Total Quality.
 5. **Training** is the basis for technological and human improvement.
 6. **Participate.** Reflect on your work and improve it.
 7. **«Do things right the first time».** It is more efficient and effective than detecting and correcting errors.
 8. **«Zero defects»** is our goal.
 9. **Let's eliminate resource waste.**
 10. Improving **people health and safety** and **respecting the environment** are non-negotiable objectives of AMES.
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