

# QUALITY POLICY



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Lui Human Translations is committed to the continuous pursuit of excellence in the provision of linguistic services. This commitment is supported by responsible project management throughout all stages of service delivery and by prioritizing customized solutions that meet applicable requirements.

Through the use of defined quality control processes, qualified resources, and appropriate technology, we ensure timely delivery and services that consistently meet client and regulatory expectations.

This Quality Policy represents a fundamental commitment to the organization's strategic direction and supports the core values of our corporate culture.

### Commitments and aims for improvement:

1. Complying with client requirements and the expectations of relevant interested parties, ensuring sustained customer satisfaction.
2. Maintaining and continually improving the effectiveness of the Quality Management System and compliance with applicable standards.
3. Evaluating and implementing new technologies that contribute to operational efficiency and service quality.
4. Promoting a professional and collaborative working environment based on trust, respect, and ethical conduct with providers and collaborators.
5. Supporting the continuous development of personnel through training and professional growth initiatives.
6. Strengthening business development to ensure long-term sustainability and positioning within the translation industry.

