



**Dyna Shock System**

The entire customer satisfaction is for our company, the main goal. The aim is to understand the present and future needs of our customers and strive to anticipate their expectations.

Therefore, the company and its suppliers must work together to implement the quality policy described in the quality manual as to continuously improve their performances.

I personally pledge to lend my support and the necessary human and material resources to this policy.

I called the quality manager Cyril Encinas as management representative to develop, implement, maintain, improve and verify the quality system processes, staff, awareness of customer requirements, develop the spirit of quality, lead the quality system and account for its operation.

I ask all the employees to be involved in the quality process to ensure the success of the policy and to maintain the ISO 9001 certification.