

The Institute of Agroecology and Food at the University of Vigo was established with the aim of becoming a leading centre in promoting, through R&D&I, the transition towards more resilient, sustainable, safe, and circular agri-food systems

The management of the INSTITUTE OF AGROECOLOGY AND FOOD considers the Quality Management System to be a means of organising its operations, based on fundamental pillars such as the quality of its services, customer satisfaction, and the continuous improvement of the system's effectiveness. To this end, the Quality Management System of the INSTITUTE OF AGROECOLOGY AND FOOD is based on the following principles:

- The achievement, maintenance, and improvement of the quality standards pursued by the organisation can only be realised through the commitment and involvement of all staff, as well as by harnessing their creative potential and skills.
- This involvement must be achieved through an understanding of the impact that individual contributions, information and communication have on the quality of the service provided, and through the actions of leaders in all areas and at all levels of the organisation.
- Quality is achieved by planning, implementing, reviewing, and improving the Management System in order to prevent potential errors.
- Both the management and staff of the **INSTITUTE OF AGROECOLOGY AND FOOD** are committed to complying with the applicable legal and regulatory requirements.
- Commitment to the satisfaction of all customers is ensured through the organisation's dedication to meeting their needs and requirements, as well as applicable legal and regulatory requirements and those specific to the products.
- Only through the continuous improvement of processes, methods, services, etc., can greater internal efficiency be guaranteed, along with a better response to customer expectations and, consequently, improved customer satisfaction.
- All staff at the **INSTITUTE OF AGROECOLOGY AND FOOD**, regardless of their roles and responsibilities, must analyse the data available to them regarding their activities in order to identify opportunities for improvement.
- For this reason, continuous improvement must be an ongoing objective for everyone and must apply to all activities carried out at the **INSTITUTE OF AGROECOLOGY AND FOOD**.
- Our commitment to quality leads us to pay the utmost attention to technological developments and to the potential improvements that new technologies may offer.
- The participation and collaboration of everyone is required; therefore, this Policy is communicated to all staff for their information and understanding.

For these principles to be effectively implemented, it is essential that they are supported by both the management team and all staff.

Management

Ourense, 22 September 2025