

**SYSTEM OF QUALITY MANAGEMENT IN CLAMPS FORTEC E.U., UNDER THE  
NTC-ISO 9001 OF 2015**

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## **EXECUTIVE SUMMARY ON THE INTERNSHIP**

It is necessary an ISO certification, with this it is possible that the company moves towards other certifications and allows it to grow and be more competitive in the current market since the organization demonstrates its capacity to provide a reasonable production that satisfies the customer and also the standards required for the market; Thanks to the certification, the company Fortec Abrazaderas would have the advantage of reaching customers who require certified suppliers, and expand their product to other countries worldwide which is a benefit for the company, generates recognition and greater confidence between suppliers and customers.

## **GENERAL PURPOSE**

Elaborate a quality management system in Fortec E.U. Claves, under the NTC-ISO 9001 of 2015, to increase the degree of customer satisfaction.

## **SPECIFIC OBJECTIVES**

- Carry out a diagnosis to determine the shortcomings of the company.
- Analyze the results, in order to plan improvements in the company
- Design a proposal for a quality management system.