



## **Quality System extended to include Official Publications**

As a follow-up to the audit of INCM's certification systems carried out by APCER last October, an extension of the quality system to cover Official Publications was approved under the terms of the NP ISO 9001:2008 Standard. This represents another step towards the objective of extending the quality system to cover all of the company's services.

The company began to implement the quality system in the year 2000 in relation to the Euro production activity. It now covers all of the company's main activities, such as the production of coins and graphics, as well as the shops and official publications, and it is hoped that it will be possible to extend the system to all of the activities over the coming year.

Quality certification is extremely important, as it provides us with more qualifications and prepares us to confront the daily difficulties involved with having a presence on an increasingly competitive market. It also sets us apart among our partners and gives us a system that allows us to focus our activities on meeting the needs of our customers, as one of its fundamental features is the setting up a system for continuous improvement. Therefore, it is an important factor in our preparation for the future, as it involves improvements to products, processes, behaviour and the capacity for innovation.

As well as the Quality Certification, the INCM currently holds Environmental Certification, physical and electronic certification from MasterCard and physical certification from Visa. In addition, the Assay Office laboratories in Lisbon and Porto and the Graphic Product laboratories are accredited for performing specific tests.

28th of December, 2010