

A *Telefonica* company

TELEFONICA EUROPE PLC

**SUUPIER QUALITY ASSURANCE
POLICY**

Issue: 1.0 (June 2008)

TELEFONICA EUROPE PLC SUPPLIER QUALITY ASSURANCE POLICY

Telefonica Europe will favour suppliers who are able to demonstrate:

- compliance with relevant Telefonica Europe policy;
- that they have a certified and appropriate Quality Management System, (i.e.ISO9000, TL9000 or CMMI);
- clear quality goals, quality planning and continuous improvement initiatives;
- defined and demonstrable Quality Assurance strategies;
- that they use quality data to optimise their delivery costs both internally and to Telefonica Europe;
- that are willing to share all the above and to:
 - commit specific quality goals, quality plans, QA strategies to Telefonica Europe
 - support customer audits and improvement requests.
- that they require the above characteristics of their suppliers;
- support for Telefonica Europe's management of them on a group basis, where relevant, and that use lessons learnt in all customer engagements to improve their delivery in all supported Telefonica Europe businesses.