



Commitments to clients

Quality, excellence and innovation

Isdefe is committed to excellence through continuous improvement of the quality of its products and services to respond to customer expectations and needs, and to be a benchmark in innovation.

All Management, Departments and Areas are responsible for achieving the quality of services and products through all phases of their execution, in accordance with the established schedule. The quality of the services and products generated by Isdefe is, therefore, the responsibility of all the company's personnel.

Isdefe has a Quality Management System (QMS) with the following certificates:

- AENOR Certification of the Quality Management System, according to the UNE-EN ISO 9001: 2015 (ER-0929/1998) standard for the activities of providing consulting and technical assistance services in the Defence and Security, Aerospace, Transport, Public Administrations, Information and Communication Technologies (ICT), and Energy sectors.
- Certification of the Ministry of Defence of the Quality Management System, according to the PECAL/ AQAP 2110 (EXP. N°-0077/03/01/01) standard for consulting services and technical assistance in systems engineering for the Ministry of Defence. Certified since 08/11/2002.

Isdefe continuously conducts surveys to determine the importance and satisfaction of different aspects of the service: understanding of needs, technical ability, fulfillment of technical objectives, fulfillment of the project calendar, ability for innovation, documentation, integration and communication, human team management, purchasing / subcontracting management, and flexibility and speed.

One of the general objectives of the company is the General Satisfaction Index (GSI), establishing a value equal to or greater than 8.5 for the year 2020.





3. COMMITMENTS TO STAKEHOLDERS

Customer satisfaction

Isdefe continuously conducts surveys to determine the importance and general satisfaction of our services and their evolution in different aspects:

In 2020, a survey was sent to all clients receiving Isdefe services (324) and the response percentage obtained was 74.7% of the surveyed clients.

In this way, the control threshold of the company in terms of participation, set at 55% for the year 2020, is met and exceeded.

Surveys	2018	2019	2020
Sent	314	317	324
Answers received	226	236	242
% Answer	73.2%	74.4%	74.7%

Commitment to our employees

Our team in figures

The workforce as of December 31, 2020 is 1,622 people, 91.6% (1,486) correspond to Operating Units and 8.4% (136) to Corporate Services.

Total number and distribution of employees by age, years 2018, 2019 and 2020:

Age	2018	2019	2020
21-25	22	26	23
26-30	90	90	92
31-35	160	138	114
36-40	346	306	280
41-45	445	445	406
46-50	219	266	323
51-55	170	177	185
56-60	108	124	130
> 61	68	78	69
Total	1,628	1,650	1,622

