

Quality Policy

Quality principles and commitments of ElèveVisión VITA

1. Management statement

ElèveVisión's management is committed to ensuring that every platform delivered to a machinery manufacturer — interactive replica, simulation and assisted maintenance — is technically faithful, commercially useful and measurable. Instead of immersive experiences or vague promises of "digital transformation", we deliver an asset whose results are audited with data and that accompanies the machine throughout its service life.

2. Quality principles

- **Technical fidelity from the CAD:** we start from the customer's CAD and reconstruct from old 2D and photos when necessary; the final quality is the same in both cases.
- **Real interactivity and simulation:** every button, every cover, every cycle animation, every format changeover and every HMI synchronization is programmed and validated; it's the bulk of the project.
- **Assisted maintenance linked to the part:** documentation, training and procedures tied to each component of the 3D model, classified, downloadable and available offline.
- **Sector knowledge:** typologies, protocols and standards of industrial packaging (GMP, IQ/OQ/PQ, ATEX, serialization, FAT/SAT) built into the design of each replica.
- **International trade-show quality:** the benchmark standard is being able to show the result to a top customer at a trade show such as Interpack or Hispack.

3. Process commitments

- Closed scope document before starting (days 1-15 of the project).
- Weekly previews and validation of each milestone before moving to the next.
- Two review rounds included in the sketch Demos.
- Sales-team training included (1-2 sessions of 90 minutes).
- Committed timelines: sketch Demo in 10-15 business days, Starter Plan in 6-8 weeks, custom projects in 3-4 months.
- Payment distributed by milestones, with no large upfront payment.

4. Quality measured, not promised

At the start of each project we agree a three-level metrics framework — activity, commercial conversion and financial impact — and review it at 6 months with real data. Usage report 30 days after launch. If the numbers don't add up, we rethink it.

5. Continuity and maintenance

- Open-source technology (Google's Flutter) with no proprietary dependencies: any studio can continue the project.
- Code and assets owned by the customer from day one.
- Optional annual maintenance contract with a fixed fee, including reviews, occasional modifications and support.
- Close, on-site support when needed, within the Catalan packaging ecosystem.

6. Compliance

Hosting on European infrastructure with GDPR compliance, encrypted file transfer and secure deletion of data at the end of each project. The documentation layer is designed in line with the access requirements of Machinery Regulation 2023/1230 (in force from 20 January 2027): classified, downloadable and printable documentation, accessible via QR on the machine and available offline. The content of the formal manual and the CE declaration of conformity are the manufacturer's responsibility.

7. Scope and review

This policy applies to all ElêvaVisión VITA projects and is reviewed periodically to ensure its suitability and effectiveness.

Management

ElêvaVisión · VITA

Barcelona

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