

Quality Policy

ElêvaVisión's quality principles and commitments

1. Management statement

The management of ElêvaVisión is committed to ensuring that every interactive presentation we deliver is technically exact, visually impeccable and useful for the customer's business objectives. Quality is not a department: it is the condition for interaction to work. If the customer doubts what they see, they don't touch.

2. Quality principles

- **Industrial precision:** we model products in 3D with industrial precision, guaranteeing technically exact representations that highlight every detail.
- **Strategic realism:** model realism is not aesthetics, it is the condition for interaction to work: the same materials, finishes, colors and surface details as the real product.
- **Performance:** smooth 60 fps animations, minimal loading times and guaranteed compatibility with all modern browsers and devices.
- **Usability with no learning curve:** interfaces so intuitive that any user explores the product without prior instructions.

3. Service commitments

- Iterative development with continuous reviews and customer access to the product as it is built.
- Delivery with free training for the customer's team.
- Response in under 24 business hours for general enquiries and under 4 hours for critical incidents.
- Professional European hosting with CDN and a 99.9% uptime guarantee.
- 12 months of technical support included in every project.
- Contractually committed timelines: Demos in 10-15 business days and the Starter Plan in 4-6 weeks.

4. Continuous improvement

- Interaction metrics and analytics in every project to measure engagement and optimize the result with real evidence.
- Customer feedback incorporated into every iteration.
- Artificial intelligence integrated into the workflow to raise quality without extending timelines.
- Constant technology updates: WebGL, Three.js, Flutter and NEURONA©.

5. Compliance

We work with industry-standard CAD formats (STEP, IGES, STL, SolidWorks, AutoCAD), ISO 27001-certified infrastructure and rigorous compliance with the GDPR and European data-protection regulations.

6. Scope and review

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

Management

ElêvaVisión

Barcelona

Review date

June 2026