

## DAGNALL TALEN - POLICY DECLARATION

Dagnall Talen was founded in 1982, and our years of experience make us the right partner for all your language courses, translations and interpreting assignments. As an organisation, we always strive to provide the best and friendliest service to our clients. To that end, we engage highly skilled and experienced language trainers, translators, interpreters and copywriters.

### Dagnall Talen can provide:

- Custom solutions: Dagnall Talen has provided custom language solutions since 1982. Dagnall Talen is the right partner for language courses, translations and interpreting assignments.
- Everywhere in the Netherlands: Dagnall Talen provides language courses throughout the Netherlands. Either at the client's premises or at one of the Dagnall's own locations.
- Individual courses: Dagnall Talen is specialised in (custom) "face-to-face" courses. This yields the best result.
- High returns: Dagnall Talen is known for the high returns achieved. High returns through customisation!
- Group courses: Dagnall Talen also provides (custom) group courses. At Dagnall, groups usually consist of a maximum of 8 participants.
- Renowned: Dagnall Talen was founded in 1982 and has been a renowned institute for language education for many years. Dagnall Talen offers courses in more than 20 languages.
- Online courses: Dagnall also offers language courses online. The online classes with customised online exercises take place within the virtual environment of your choice (e.g. Skype, Teams, Zoom, Dagnall online, etc.).
- Dagnall Talen strives for high quality, making us the ideal partner for organisations that are looking for a partner with experience and the desire to always achieve the best results. Our clients see Dagnall Talen as a reliable party that always delivers quality. At Dagnall Talen, we are clear in our communication and we deliver on our promises. Dagnall strives for quality and perfect service, which is implemented throughout the entire organisation. Dagnall Talen has implemented a management system in accordance with the requirements of ISO 9001 and ISO 17100. This requires Dagnall Talen to demonstrate that the work processes in the organisation are carried out in accordance with the requirements. As an organisation we continuously try to improve our work processes, as we want our clients to be happy and satisfied.

A combination of risk assessment, internal project evaluations, client satisfaction analyses, internal audits and external audits (NRTO/CRKBO) contributes to the identification of possible points of improvements within the organisational processes. We analyse information and implement improvements based on this information, making us a learning organisation where the focus is on continuous improvement.

The activities covered by the management system are determined as:

The provision of language courses, (sworn) translations and interpreting services and copywriting.

Emmen, 24-11-2020  
G. v.d. Weerd

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