



THE INTERNATIONAL CERTIFICATION NETWORK

# CERTIFICATE

**IQNet and  
AENOR**

hereby certify that the organization

## **DEFENSOR DEL PUEBLO ANDALUZ**

CL REYES CATÓLICOS, 21  
41001 - SEVILLA  
España

for the following field of activities

The provision of the following services:

- Economic and financial management, personnel management and procurement records management office Andalusian Ombudsman
- Management of general office services ombudsman Andalusian (building maintenance, maintenance of official vehicles, security, cleaning)
  - Information and assistance to citizens
- Processing of complaints involving: Gender Policy, Solidarity Program, Ethnic Minorities, Social Exclusion, Social Services and Information Community and citizen.

has implemented and maintains a

## **Quality Management System**

which fulfills the requirements of the following standard

# ISO 9001:2008

Issued on: 2011-12-23

Modified on: 2013-05-24

Validity date: 2014-12-23

**Registration Number: ES-1278/2011**



*Michael Drechsel*  
President of IQNet

AENOR Asociación Española de Normalización y Certificación

*Avelino BRITO*  
Chief Executive Officer

# AENOR

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