

	QUALITY POLICY	-
		Rev. 2
		No. 1 of 1

COMPANY VISION

Expand the product range and develop new processes to improve market position and profitability

COMPANY MISSION

Our mission is to maintain and improve the quality and safety of our products through the continuous evolution and innovation of production processes.

Improve the perception and awareness of attention to the Customer by all, making every collaborator participate in this and making this perceived externally, transforming us from suppliers to true partners of our Customers.

To meet these objectives, I.MA.TEC is committed to pursuing a policy that places the Customer at the center of both internal and external activities.

The satisfaction of the external Customer is pursued by offering and adapting all the processes to his needs, both implicit and explicit, detected by monitoring the achievement of the objectives agreed in the contractual phase.

OBJECTIVES

The main quality objectives of I.MA.TEC. are as follows:

- Increase the turnover for the sale of milled products according to customer specifications.
- Increase the image and reputation on the market through the increase in the number of customers, the territorial expansion of the company and the entry into new market areas.
- Improve communication and marketing actions through the internet, trade fairs, B to B, etc.
- The satisfaction of the interested parties (owners, customers, employees, suppliers) and therefore the achievement of budget objectives, the constant reduction in the number of complaints and high level of customer satisfaction, partnership agreements with suppliers.
- Provide products that meet the needs of the market and customer demands, comply with the requirements of applicable laws, regulations and regulations, and marketed at a cost that gives profit and at the same time allows competitive prices.
- Prevent and eliminate causes of non-compliance and customer complaints through a process of improvement over time.
- To achieve, maintain and improve the certification of the Company Management System by an accredited external body as recognition and tangible confirmation of the real efficiency of the Quality Management System.

All staff working at the departments and offices of I.MA.TEC. is aware of the company's objectives for quality which also has as its objective the achievement of a quality that tends to minimize non-conformities and complaints.

The Management of I.MA.TEC., ensures a total commitment to the achievement of the objectives thanks to the existing collaboration between all the collaborators directly and indirectly involved in the production and provision of services.

Settimo Milanese, 24 May 2017