



## **QUALITY POLICY**

**IVG Colbachini S.p.A.**

Approved on December 3<sup>rd</sup> 2019

From the beginning IVG Colbachini S.p.A. pursues the highest quality standards and customer care in offering its products. **The customer is at the centre of every activity** planned by the Company, for that constant compliance with the commitments undertaken and exceeding expectations are a permanent obligation for all company function.

The Management is aware that to achieve customer satisfaction, it is necessary to comply with the requirements of the QMS and commit to its effective and continuous improvement, constantly adapting it based on risks and opportunities based on the analysis of internal and external factors.

**All employees**, each one for its activity, **contribute to the company success**, even more so when it is found to operate within an increasingly competitive market.

To launch and successfully achieve new challenges, there are many technical, production and commercial solutions that the Management intends to support.

Below are some indications that will make it possible to carry out the above-mentioned commitment, in compliance with the needs of the Customer, interested parties, company employees, laws, and regulations and that are appropriate for the purposes of IVG Colbachini:

- ⇒ **BRAND LOYALTY** - promote the spreading and visibility of the brand and loyalty to it, to make the customer understand that behind the IVG quality brand there is a successful business idea whose main purpose is customer satisfaction.
- ⇒ **CONSOLIDATED PRODUCTS** - maintain a constant and high quality of what is already done.
- ⇒ **NEW PRODUCTS** - implementation of design activities, aimed at "tailor-made" products that meet specific customer requests.
- ⇒ **INVESTMENTS** - investments aimed at maintaining a high-quality level of the product while respecting the safety of workers and the environment in which IVG operates.
- ⇒ **TRAINING** - planning of continuous and targeted training activities to increase the knowledge, awareness, and skills of the staff.
- ⇒ **SUPPLIERS** - sourcing from suppliers who can meet our quality standards, implementing the homologation of new products.
- ⇒ **NON-CONFORMING PRODUCTS** - reduction of the causes that determine non-conformities and rejects during the production of the product and a general search for all sources of waste and based on the assessment of risks and opportunities.
- ⇒ The Quality Policy is constantly examined by the Management, reporting its objectives in detail within the **Company Quality Plan**.