

# QUALITY POLICY

IMPA CAR Srl designs, develops, produces and markets chemicals for industry, building and DIY.

To achieve and improve customer satisfaction, IMPA CAR is required to develop a series of high-quality products and services.

***These needs are explained by the following objectives:***

- To market products that satisfy the specific qualities expected by customers, complying with the standards in force as regards the respect of the environment, and of the health and safety of both workers and users.
- To guarantee the respect of the delivery times confirmed when making the order, or established by the general terms of sale.
- To continuously improve company activities and processes within a certified Quality Management System.
- To increase visibility and presence on the market thanks to the excellent quality of the products and services offered.
- To promote clearness and collaboration among the various sectors of the company, putting human resources to good use and pursuing the satisfaction of internal customers.
- To use systems and materials which, besides respecting conditions of safety at work, guarantee the lowest possible environmental impact with reference to the evolution of national and European standards.

***To ensure that the objectives described above are achieved, the Top Management undertakes:***

- To plan and optimise company processes adopting a Quality Management System model that complies with standard UNI EN ISO 9001.
- To make this Quality Policy known to all the parties concerned and support it at all levels.
- To promote within the whole organisation the awareness of the importance of all company processes being focused on customer satisfaction.
- To guarantee that a careful analysis of the context is carried out, that the expectations of the parties concerned are satisfied, and that the risks related to the processes are assessed, planning effective actions to prevent and attenuate them.
- To involve, promote awareness and train all personnel for the specific skills, so that each can express himself or herself at the highest professional levels.
- To monitor the performances of the processes and of the management system in terms of efficacy and efficiency.
- To create relationships of profitable collaboration with suppliers.

***To achieve the set objectives, it is necessary for all members of the organisation to refer constantly to the following fundamental principles:***

- The quality of products and services always has priority in every company activity.
- Quality must always be treated professionally and all are required to give their best contribution within the sphere of their skills, responsibility and ability, to ensure that the set objectives are achieved.
- Quality management is not an end unto itself, but it needs continuous improvement and brings as its consequence advantages for all members of the organisation, ensuring continuity and growth of the company.

Refrontolo (TV), 14 March 2022

The Management

