

QUALITY POLICY

IMP Group S.R.L. is a historical and consolidated company in the global panorama of the production and marketing of small metal and precision plastic parts.

IMP Group S.R.L. places among its priority objectives the high quality of the product and service, oriented towards customer satisfaction, thanks to a partnership relationship that accompanies them from the identification of the best solution up to a complete service and always focused on their specific and multiple needs. To achieve this strategy IMP Group S.R.L. aims to promote and develop activities in reference to the UNI ISO EN 9001:2015 regulation by applying the principles defined below:

- ensure that activities are carried out in accordance with current laws and regulations applicable to our organization and with other obligations signed with customers and relevant interested parties;
- implement every effort in organizational, operational and technological terms to continuously improve the Quality System processes and product research and innovation;
- promote the use of the process approach and risk-based thinking, ensuring the availability of the resources necessary for the management system;
- increase customer satisfaction through a careful understanding of the context, the real needs and implicit and explicit requests of the customer and the assurance of a product that complies with expectations and a professional, reliable and transparent service;
- significantly strengthen its position on the domestic and foreign markets, improving the brand identity;
- pursue assiduous and constant collaboration with reliable suppliers, with the aim of activating relationships based on joint growth, with particular reference to suppliers of raw and subsidiary materials;
- establish increasingly timely, effective and efficient communication methods, both internally with company staff and externally along the supply chain with other interested parties (suppliers, competent authorities, etc.);
- strengthen the control and assessment of health and hygiene risks related to company activities in the various production phases in order to ensure the highest standards of food safety and food traceability;
- constantly initiate training, information and awareness-raising activities for staff on quality and food safety issues, as well as on company objectives, so that everyone feels responsible for carrying out their work and aware of the importance of their activities;

THE MANAGEMENT
MONICA GALLETTO

