



Quality Policy

The Top Management of Impes Service S.P.A. believes that the adoption of a Quality Management System in compliance with the respective international standards is the fundamental tool for achieving the Company Mission: to **be an excellent company**.

Inspired by the 17 Sustainable Development Goals of the United Nations - Agenda 2030, **top management** has established the following goals to be pursued through its Quality Management System:

- **Supporting customers** by dedicating the utmost attention to their needs through innovation, reliability and integration of the best available technologies in order to increase customer satisfaction.
- **Carefully analyse risks**, through analysis and new technologies, to increase safety and avoid undesirable events that can affect both the worker and the environment.
- **Implement a new educational model**: every worker must feel that he or she is at the centre of the project and this can only be achieved by stimulating them with continuous training through in-house courses conducted by experienced trainers.
- **Pursue continuous improvement** and foster lasting, inclusive and sustainable economic growth also through the analysis of corporate performance indicators,
- **Apply human resources management and development practices** that promote an inclusive culture of access to company jobs and career progression, ensuring equal opportunities for all personnel
- **Optimising the consumption of raw materials and energy to keep costs and environmental impact as low as possible** and to further increase the quality of the service offered.
- **Implement more innovative maintenance policies** through preventive and predictive systems so as to reduce end-of-life waste, further improving the ecological footprint

- **Improve decision-making** through strategic models to reduce bureaucracy and optimise working time.

In pursuit of these aims, the **Senior Management**:

- **proxy**:
 - The **Quality Management Manager** has the responsibility and authority to:
 - Set up a management system to pursue the strategic objectives defined in the following policy
 - Reporting on the progress of the quality management system and the pursuit of objectives
 - Making proposals for improvement;
 - Promote awareness of customer requirements;
 - Drawing up company procedures;
 - Perform internal audits;
 - Verify the correct application of all the tools of the self-control system;
 - **Process managers** have the responsibility and authority to:
 - Implement the quality management system as far as it is competent with the obligation to report annually, through the RGQ, on the quality performance in the area of its competence.
- **undertakes to make** the necessary resources available;
- **ensures** that this Policy is communicated and understood within the organisation through the following actions:
 - meetings with staff to explain the 'Quality Policy';
 - display of the 'Quality Policy' at visible points in the organisation.

Ferrandina, 01/06/2023

General Director

