

CORPORATE POLICY ON QUALITY

Imola Tecnica was set up to provide clients around the world with a turnkey service, from design right up to the supply and installation of raised flooring and ventilated façades. The end result is the assurance of having a highly capable spokesperson who can take care of each individual aspect of a project and its completion, assists the clients when choosing the products that suit best and provides technical assistance on site as well as seeing to the static verification report for the ventilated façade system. They provide the Client with all the essential material and systems' installations, using expert and reliable installation teams.

To guarantee reliability and excellence, and ensure the efficiency of its own processes, Imola Tecnica has undertaken to have its organisation certified ISO 9001:2015.

By going down this route, the Board of Management intends to prove its commitment to supporting a shared culture of Quality, in order to continually improve and seek "client satisfaction" in Italy and abroad.

Imola Tecnica's Board of Management supports the need to communicate the importance, with all those working in the organisation and for the organisation, of being aware of their contribution to the Quality Management System's effectiveness.

As a result, the Board of Management promotes:

the implementation and observance of a corporate Management System for Quality certified in line with the UNI EN ISO 9001:2015 standard;

the involvement and awareness of staff in achieving the corporate Quality objectives and pursuing the continuous improvement of the organisation's performance;

the observance and continuous updating of the organisational know-how and the technical duties of its resources, with a view to complying with legal fulfilments and its clients' requirements;

providing the best service the client can expect, with a view to increasing the level of satisfaction and trust;

the active involvement of suppliers and outsourcers involved in their processes;

satisfying the needs and expectations of all those involved, guaranteeing reliability, skill and observance of the contractual obligations and regulations set by industry technical standards;

integrating the obligations in the ISO 9001 standard into its business processes, with a view to designing and creating products with the expected level of quality while also optimising the resources used.

Imola, 18/11/2022

Board of Management
