



QUALITY POLICY

The Quality Policy defines the principles and values that the Management intends to set as a reference for all company personnel and which are fundamental to IVAM's success and the satisfaction of its customers.

Principles of the company policy:

- provide Customers with a service that complies with what is expressed in the contractual terms and managed in such a way as to obtain the best results in terms of reliability and delivery times, and in line with regulations in force;
- be sensitive to the technological innovation of machinery, in order to always have suitable and state of the art equipment and thus be able to continuously improve product quality
- pay great attention to staff motivation, making each employee responsible and guaranteeing collaboration and flexibility for any need;
- comply with the Quality Management System in order to obtain a precise control of the process of customer and workshop management;
- collect, examine and promptly resolve any non-conformities and customer complaints, and define appropriate corrective actions.

Pettenasco, 1st September 2021