



QUALITY ASSURANCE STATEMENT

Quality, consistency and precision in the production of mechanical components for earth-moving and agricultural machines are key aspects for IMG. To succeed and continuously improve in the market it operates in, the company focuses on:

- a) Responding to and satisfying the Client's needs and expectations with competence, professionalism and quality assurance;
- b) Striving for process optimization to achieve consistently higher levels of quality;
- c) Innovating and developing new product technologies to anticipate the needs of an ever evolving market;
- d) Developing an approach that can ensure continued waste reduction and productivity efficiency improvement;
- e) Adherence to national and international legislature and norms for the industry.

Company Management and Ownership have therefore decided to:

- Continuously pursue Client satisfaction and loyalty, endeavoring to satisfy any and all requests;
- Highlight professional competence and development, creating within the company a collective effort towards obtaining quality through Personnel involvement, training and active participation. Internal communication, both vertical and horizontal, will be favored and any suggestion or proposal for quality, process and product improvement will be encouraged.
- Maintain and improve an adequate quality management system in accordance with norm UNI EN ISO 9001:2015;
- Define, renew and disclose to Collaborators clear and measurable goals for the continuous improvement of quality, to be periodically monitored for result verification;
- Analyze and correlate company performance, sustaining a process-based approach and pursuing continuous improvement in order to achieve goals efficaciously and efficiently, and to reduce, eliminate and foremost prevent any non-conformities or shortcomings in process and service quality;



- Consolidate and improve collaborative relationships with Clients, Suppliers and all interested parties;
- Continue focusing on preventing negative environmental effects of production and on ensuring that the Company maintain an overall ethical approach and virtuous social engagement in relation to its Personnel, Suppliers, Clients and the Community, all within a vision of sustainability;
- Measure Client satisfaction to identify areas for improvement and surpass the competition.

Management, conscious that continuous improvement requires the availability and commitment of the entire Personnel, endeavors to share the present Statement of Quality Assurance and any future changes to its goals and commitments.