

The culture of Quality is an essential tool for the dissemination of scientific and technological progress and I.M.D. Generators S.r.l. is seriously committed to promoting it and implementing it in all company activities.

The goals are to increase and develop more effective relations with customers, suppliers and all other possible users of our services and products, and to validly participate in the comparison with other national and international companies in line with the requirements of the E.U., but also, and above all, those of activating an important factor in promoting internal efficiency and enhancing the value of resources.

I.M.D. Generators S.r.l., taking into account its specificities, has created a Quality System adopting a vision for processes in which the definition and planning of the objectives, the management of resources and procedures, the criteria for self-evaluation and the incitements towards a continuous improvement, acquire an increasingly important role for a rational and effective management.

Human resources at all levels represent the fundamental element for achieving the planned objectives; they must be made aware of the Quality objectives by promoting the implementation of specific training programs and enhancing the results achieved.

I.M.D. Generators S.r.l. intends to avail itself of the quality policy to determine internally the continuous improvement of its performances through a management system for company quality compliant with the UNI EN ISO 9001: 2015 and UNI CEI EN ISO 13485: 2016 standards, capable of meeting the requirements and to define, through the analysis of its own context, the identification of the interested parties and the analysis of the risks of the processes, the actions necessary to mitigate any risks and / or to exploit the opportunities offered by the context in which it operates. Given the above, the General Management expresses its real intention to keep the SGQ efficient and effective and therefore must:

- To demonstrate clear references and respect for business and customer needs;
- To comply with the legal and regulatory requirements applicable to the activity and its products;
- To demonstrate the commitment to implement continuous improvement;
- To constitute the reference element to establish and verify the quality objectives;
- To spread this policy so that it can be implemented by the whole organization; verifying its timeliness and adequacy both at the pre-established deadlines, and in extraordinary situations deriving from substantial changes in the organization;
- To manage the detected non-conformities (at any stage of the service delivery they may occur) to identify corrective actions;
- To manage complaints and above all to monitor the customer satisfaction, with direct and indirect investigation tools, to activate a systematic improvement mechanism increasingly oriented towards prevention and perception of customer needs;
- To check all the phases of the production and testing process alongside the continuous search for innovative technologies;
- To avail itself of qualified suppliers based on their ability to guarantee the maintenance of the agreed standards;
- To continuously monitor own performances.

Grassobbio, 30th September 2020



---

Laura BRESCIANI  
**CEO**  
**I.M.D. Generators S.r.l.**

