



IMAC S.p.A.'s aim is to manufacture high quality goods just thought for the comfort and the well-being of feet and to make them available and affordable to everyone, thanks to the high technological and organizational level achieved, but, above all, to the commitment, reliability and passion IMAC people put in their job every day.

We are seriously determined to keep on in continuously improving everything we do and our main expectation is to be considered as an irreplaceable partner by our customers, because we improve the quality of their life while meeting their needs.

The company organisation and efficiency are mainly based on the Quality Management System. Such a system is acting according to well-defined processes, worked in a systematic, planned and well-documented way and having the following goals:

- 1. to get the full customer's satisfaction and the one of all the involved parties;**
- 2. to act in the market in a competitive way in order to improve the management performances;**
- 3. to check and optimize the company processes in order to correct noncompliances, having losses and defects as a consequence and to continuously improve performances;**
- 4. to guarantee to all employees and customers an attitude appropriate to the Ethic Code the Company adopted (based on the "CHARTER OF FUNDAMENTAL RIGHTS OF THE EUROPEAN UNION")**

The implemented Quality System is established on rules and practises decided and agreed with the whole Organisation and formalized by proper documents and procedures that should drive every company rule holder to complying with its own activities, in order to guarantee the following goals:

- to improve the product quality by the means of the production settlements and the ones of the accomplished actions;
- to optimize costs and minimise losses;
- to conduct the process in accordance with the enacted laws about Security, Ethics, Ecology and the suitability to the final use of the product;
- to manufacture products whose quality comply with the requirements stated in the contractual obligations and/or in the enforced law, as well as the company quality standard;
- to increase the quality culture in the production staff to instruct about the importance of its activities;
- to continuously adjust the production skills and flexibility to maintain a high competitiveness on the products and an ideal quality/price ratio.

For IMAC the respect of customer's demands and of those to be compulsory applied, is a vital one, as well as the continual improvement of the efficiency in the Quality Management System, while fixing ever-growing, demanding quality goals. The choice to certificate the way of working is given by the conviction that quality is the only mean to get long-lasting success: this is why all the staff is asked to share and meet the goals decided by the Management thanks to a greatest engagement, availability and cooperation.

The achievement of the above mentioned goals, together with the operative ones, detailed in the strategic document called "Improvement Plan", is possible only with a full staff commitment. Therefore, it is required to every person in charge and to all levels to make their own fellow workers aware as follows:

- to guarantee the respect of practises and operative rules;
- to guarantee the respect of the assigned rules;
- to achieve the agreed quality goals for every department in charge;
- to fight against inefficiencies and to act for the ever-growing improvement of processes;
- to increase knowledges and to enlarge the cultural background;
- to guide the fellow-workers thanks to the way of acting and motivation;
- to operate in compliance with Charter of fundamental rights of the European Union, especially respecting diversity (regardless gender, opinions, cultural backgrounds, religion, language, skin, sexual preferences, etc...)

The Quality Policy will be continuously revised to guarantee the employees and coworkers fully understand the contents and engage in their respect and the stakeholders will be informed of the corporate general context development.

**IMAC S.p.A. - Director**  
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