

Quality Policy – Imago s.r.l.

Our Commitment

Imago places Quality at the core of its corporate strategy.

Every day, we work to provide our customers with control solutions and services that combine professionalism, precision, innovation, and reliability.

Quality is not an outcome, but a continuous journey that involves the entire organization and guides our decisions, from internal processes to relationships with suppliers and customers.

Our Core Principles

1. Customer Focus

Imago is committed to:

- fully understanding the needs and expectations of each customer
- ensuring tailored solutions, reliable timelines, and results consistent with the promised standards
- building solid relationships based on trust, transparency, and constant support

2. Continuous Improvement

We promote a culture focused on continuous development:

- regularly monitoring process performance through internal audits and Management Reviews
- analyzing data, feedback, and reports to identify areas for improvement
- adopting corrective and preventive actions to ensure an effective Quality Management System at all times

3. Professionalism and Team Development

Our people are the true driving force of the company.

For this reason, we:

- encourage continuous training, technical updates, and skills development
- promote responsibility, collaboration, and active involvement of all personnel
- support a safe, positive, and results-oriented working environment

4. Innovation and Quality Technologies

Imago continuously invests in:

- modern technological solutions for production control and data management
- digitalized processes that ensure traceability, accuracy, and efficiency
- tools that help maintain high quality standards and reduce waste and errors

5. Regulatory Compliance and Standards

The company operates in full compliance with:

- all applicable regulations in production, environmental protection, and workplace safety
- the requirements of the ISO 9001 Quality Management System
- best practices in the machine vision sector

Management Commitment

Imago's Management ensures:

- the dissemination, understanding, and application of the Quality Policy at all levels of the organization
- the allocation of the resources necessary to achieve the defined objectives
- periodic review of the Quality Policy to keep it aligned with market evolution, customer needs, and the company's strategic goals

Communication and Transparency

Imago's Quality Policy is published on the company website, shared internally, and made available to all interested parties as evidence of our ongoing commitment to operating with professionalism, responsibility, and a strong customer focus.