

## QUALITY POLICY

The Management of Imagine is committed to pursuing a Policy that places the Customer at the centre of its business.

The Customer plays a central role in the success of IMAGINE as a service company. The quality of the services provided aims to achieve maximum customer satisfaction. It is therefore crucial for the Management to really know the Customer in order to provide Services that meet their needs and to lay down all the requirements to obtain a high level of satisfaction.

In particular, Customer satisfaction is pursued not only by monitoring the achievement of the goals agreed upon during the contractual phase but also by means of occasions for verification and updating on issues related to the Services offered.

All the Processes and Services are promptly adapted to the special needs of the customers, whether implicit or explicit, as identified through direct contact with the Project Managers or the Management.

In a highly competitive market, we make every effort to stand out and guarantee a top level service for all the tasks entrusted to us.

In particular, our objectives are:

- **meeting Customer expectations**, scrupulously observing their instructions and respecting the deadlines, answering questions quickly and accurately, having full accountability for the projects we work on, aiming at a constant reduction in the number of complaints, increasing the number of quotations that turn into actual jobs and turnover;
- **improving Imagine reputation and image** in the market, consolidating the existing client base, approaching new customers, increasing turnover, expanding the scope of our business in the territory and penetrating new markets;
- **achieving the required Quality** at a cost-effective price, as well as maintaining the achieved Quality through constant monitoring of the System, through Audits, aimed at continuously improving and developing processes and control systems, in compliance with UNI EN ISO 9001 and ISO 17100 standards specific to the translation sector;
- **making every effort to find the best solutions**, even in the case of particularly complex issues, less common language combinations, long texts and non-standard formats;
- **making planned and efficient use of the human and technological resources** available to us, as well as offering collaborators opportunities for professional growth through internal and external training courses.

The achievement of these objectives will be constantly monitored through customer satisfaction surveys, analysis of complaints and analysis of the performance indicators identified, and will be pursued through training and information activities for staff and collaborators.

Achieving these objectives means creating a company strongly focused on its Customers, increasing our effectiveness on the market and deciding that our level of service shall be the feature that makes us stand out of the crowd in a highly competitive market.

Imagine Srl Quality Management System features a risk-based thinking approach that allows the organisation, through an analysis of the context and expectations of the parties involved, to determine the factors that could generate risks and opportunities and to implement actions to minimise the former and take advantage of the latter, anticipating market trends.

Specific targets will be defined annually by the Management and disseminated to all staff.

Date 23/03/2020

The Management

A handwritten signature in black ink, appearing to read 'Julio P. de'.

**IMAGINE S.r.l.**  
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