

INVLCTA

PROJECT & SHIPPING

QUALITY POLICY ***"Everything Everywhere"***

Our mission is the constant search for **Quality** for each service offered, placing the Customer at the center of the project in order to make him a privileged Partner with whom sharing goals, strategies and successes.

In every part of the world and for every people, from the most complex oversized load to the smallest bolt, we transport "**everything everywhere**" with the same dedication.

Our **key values** are the quality of services, punctuality, the search for added value that distinguishes us, integrity, reliability, recognition by our customers as reliable partners.

We have decided to adopt a **Company Quality Management System** in compliance with the **UNI EN ISO 9001** standard which allows us to achieve and continuously improve the **quality** of our organization, thus consolidating our presence on the market.

Our goals of **growth and continuous improvement** of the performance and satisfaction of our customers pass through:

- the specialization and growth of our professional skills and those of our collaborators
- the creation and consolidation of an image in line with our mission
- the acquisition of new customers and the retention of current ones through the provision of high value-added services
- systematic monitoring of the degree of satisfaction of our customers
- the introduction and maintenance of interventions aimed at ensuring compliance with legal requirements
- the involvement of our staff, as well as of our suppliers and partners, through continuous training and information activities on the company culture and organizational processes

Quality represents a precise commitment for all staff in relation to the assigned tasks, responsibilities and authorities.

The Management therefore undertakes to:

- verify that the stated policy is spread at all levels and correctly applied
- Demand the correct application of the System and the staff commitment to fulfill the requirements, including those required by law
- comply with the provisions of the norms of reference
- provide adequate resources to ensure continuous improvement
- periodically review the System

The direction