



QUALITY POLICY

IDM's main objective is the Design, Manufacture, Sale, Calibration and Repair of Quality Control Equipment. All this through the management and continuous improvement of all our processes and activities in accordance with the established Quality Management System, in order to achieve the satisfaction of our customers.

All this from the integrity of a team of highly qualified professionals. Motivated to offer our clients services and products from the most absolute Excellence. Relying on our experience in quality control processes to guarantee the necessary flexibility to offer unique developments for specific needs.

Integrity, Excellence and Flexibility are our core values.

This entails:

- Gathering and effectively communicating customer specifications.
- Knowing and complying with applicable legal and regulatory requirements.
- Developing quality improvement with suppliers, promoting mutual understanding of problems, to achieve continuous improvement in the quality and reliability of subcontracted products and services.
- That all personnel in the Company are fully aware of their functions and have the necessary means to fulfil them.
- Define objectives and establish the actions that ensure their fulfilment, assigning the necessary resources.
- That failures and errors serve to determine and eliminate their causes, thus avoiding their repetition in the future.
- To continuously improve the effectiveness of the Quality System itself, through its periodic review.

The achievement of these objectives is, above all, the responsibility of the Management, and for this reason, we are committed to providing the necessary technical means and adequate training to the personnel, as well as to complying with this policy, ensuring that it is known and applied by all personnel.