

QUALITY POLICY

The senior management and employees of INNOVA GLOBAL BUSINESS understand that total customer satisfaction is the fundamental principle for the success and continuous growth of the company. Therefore, the following policy is adopted:

- Pursue excellence in the services provided through the continual improvement of the Quality Management System processes, aiming for the satisfaction of customers and stakeholders, so that we become the first choice in the wholesale trade of machinery and equipment.
- Comply with all regulatory and statutory requirements deemed necessary for the proper performance of the Quality Management System.
- Develop employee training to enhance processes and, consequently, productivity, fostering awareness of quality, health, environment, and safety, and promoting a culture of knowledge sharing and organizational learning.
- Select and evaluate suppliers and service providers, ensuring behavior consistent with the principles established in this policy.

Direction