

QUALITY POLICY

IDEA TRANSLATIONS offers a set of comprehensive solutions to meet our client's multilingual adaptation needs.

From short and simple documents to the biggest most complex projects, we strive to provide utmost quality and optimal results with the services we provide, always taking into account the budget, deadline requirements, preferences, the audience to which the message is addressed, while continually maintaining our social and environmental commitment.

Within a framework of profitability, sustainability and ongoing improvement of the organization's performance, the satisfaction of the needs and expectations of stakeholders motivates, guides and directs the activities of **IDEA TRANSLATIONS**.

The supply of products and services that meet client requirements, complying with both legal and regulatory provisions, appropriate technical advice, in concert with responsible societal management, environmental care and rational use of resources, are the bases for our market permanence and growth.

Management promotes active commitment to client-focused quality in the workplace. Together with ongoing training, this allows for process efficiency to continuously improve.

Joint work, long-term relationships and understanding with clients and suppliers, as well as strategic alliances with complementary partners, guarantee the constant improvement of our services and quick and responsible innovation, taking actions to mitigate risk and capitalize on opportunities.

Management is committed to ensure the necessary resources to comply with the Quality Policy through a Quality Management System based on ISO 9001:2015 and ISO 17100:2015 standards.

Management and all members take on the commitment to disseminate this policy and make sure it is understood by all staff. Furthermore, it undertakes to update and adapt it to organizational, market and socioeconomic changes.

June 4, 2021

Rev.:04

