

10 January 2022

The Quality Policy of Comprof Milano s.r.l.

is the *marketing and development of professional products for hairdressers and beauticians*, that fully meet the explicit and implicit needs and expectations of the customer, gaining recognition for professionalism and innovation. To this end, the General Manager is personally committed to ensuring that there is awareness and responsibility within the company for meeting the requirements guaranteed to the customer.

Given the constant technological evolution and the increase in market demands, being appreciated by its customers for *COMPROF MILANO SRL* means excelling in efficiency, quality, reliability, performance, image, safety. Business management according to the aforementioned guidelines is carried out through the pursuit of the following objectives:

- **General Manager's commitment.** *Spreading the cult of Haircare and Skin Care through our products and services. Consolidating the relationship with the customers requires their continuous satisfaction through the conformity of products to the objectives. This only becomes possible if the customer is provided with products of constantly improving quality. This is why COMPROF MILANO SRL does not want to stop at product control and safety, but aims at promoting permanent improvement through the continuous improvement of all business practices. This is the element that ensures the continuity of our company.*
- **The involvement of all corporate assets.** *It is only possible to achieve quality and continuous improvement only if these concepts involve all company resources and permeate all corporate assets. The team employed in our company is aware of this policy and its responsibilities in the area of quality.*
- **Constant training.** *At the beginning of each year, we establish a training plan in line with our company's objectives. This plan takes into account both the individual requirements of our team and the needs of the various functions in order to achieve the targets set.*
- **Verification of quality objectives by the General Manager.** *The General Manager must ensure the positive evolution of the quality objectives by carrying out an annual management review and specifying, if necessary, the corrective actions to be taken by defining, if necessary, new guidelines in cooperation with the functions concerned.*

Through the above mentioned key points, the General Manager aims to:

- Making the company become a leader for Cosmetics Distributors worldwide
- Improving the level of customer satisfaction
- Constantly improving the quality and safety of our products
- Training our team members in quality and safety
- Making the most of our team members' expertise and skills
- Improving the quality of work of our team members
- Achieving and maintaining UNI EN ISO 9001:2015 certification
- Improving our overall corporate image

The General Manager


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for
 beauty
 specialists

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