

Volkswagen Group Italia Quality Policy

The QM policy is the foundation of the organizational rules in compliance with the Quality Management System of our Company.

“Volkswagen Group Italia – Our objective is Quality”

Our business is selling high quality, reliable and exciting vehicles and safe spare parts together with providing professional assistance. We aim to be the most innovative vehicle importer in Italy. The Client's satisfaction is at the center of our ideas, our actions and our training. In the future we will keep on offering our Clients the best and most attractive cars in the world through a duly qualified and trained Sales and Service Network.

Our success depends on the achievement of the targets of Brand Divisions and general objectives for all business processes.

We review our processes regularly, seeking continuous improvement. We consider and trace risks and opportunities. Risk consideration is fundamental to everything we do.

Sustainability is our priority: this is why we have put in place various initiatives that, in addition to being functional to achieving the target set for 2050, namely carbon neutrality for all company activities, aim to increase awareness on environmental issues and to involve every member of our team in concrete actions that can generate a positive impact.

We act with Integrity for our own personal conviction, with a spirit of responsibility towards our Company, business partners and as a members of the society. Integrity also includes the firmness to uphold the right principles regardless of emotional, economic and social pressures.

Every area of our organization strives to reach these objectives:

- to meet the expectations of the Customers and of other Stakeholders.
- to carry out a socially and ecologically sustainable mobility, we put our efforts into producing and selling vehicles with lower and lower impact on the environment and into investing on the development in order to increase the use of electric / hybrid cars.
- to make sure that our vehicles are particularly competitive and reliable.
- to encourage the spread of new digital technologies that can make cars safer and more comfortable and meet future mobility needs.
- to safeguard the safety and health of the employees as primary value, systematical effort and steady part of our mission.
- to offer highly interesting jobs in a Company whose employees are highly competent.
- to promote a solid and longstanding partnership with our Suppliers, Dealers and Service Partners to ensure trusted business relationships, characterized by mutual intents.
- to act sustainably and to expect that also our Suppliers do the same.

Every employee, at every level of the organization, thinks and acts as part of the procedures and therefore is committed to achieve the company targets, with regards to his or her responsibilities and following the corporate guidelines.

Our objective: being the most efficient and the most effective Company in the automotive industry.

Verona, 08.03.2024