



Scent Emotions

ISO 9001

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ISO 9001 - Quality Management Systems

At **Scent Emotions**, our commitment to excellence is deeply rooted in the principles of **quality management**. We view quality not as an outcome, but as a culture integrated into every level of our organization — from R&D and production to customer service and sustainability practices.

Certification History

Scent Emotions obtained its first **ISO 9001 certification** in **March 2000**, marking a key milestone in our journey toward continuous improvement. Since then, we have consistently renewed and upgraded our certification to comply with the latest revisions of the standard, with the current implementation aligned to the **ISO 9001:2021** version.

Scope and Objectives

The scope of our ISO 9001 certification covers:

- The **design, development, and production** of fragrance polymers and polymer-based scenting solutions
- The manufacturing of **compounded materials, odor neutralizer***, and **biocide-integrated composites**
- Integrated management of **quality assurance, customer satisfaction, and regulatory compliance**

Our main objectives under the ISO 9001 framework are:

- To ensure the **consistency and traceability** of all operational processes
- To increase customer satisfaction through **continuous improvement** and **risk-based thinking**
- To promote ****employee involvement**** and **competency development** as essential quality drivers
- To meet **shareholder and regulatory expectations** with transparency and reliability

Key Features of Our Quality System

- **Process Orientation**: Every critical workflow at Scent Emotions — from compounding to packaging — is mapped, monitored, and optimized for efficiency and conformity.
- **Non-Conformance Management**: Our CAPA (Corrective and Preventive Actions) system

allows fast, data-driven responses to deviations and customer feedback.

- **Internal Audits and Reviews:** We carry out **systematic internal audits** and **management reviews** to assess performance and define improvement actions.
- **Digital Traceability Tools:** We have integrated digital platforms to trace materials, inspections, and quality indicators across our production lines.

What It Means for Our Clients and Partners

- **Reliability:** Every product and service meets the same high-quality criteria, batch after batch.
- **Trust:** Clients and distributors worldwide recognize ISO 9001 as a guarantee of professional excellence.
- **Responsiveness:** Our agile quality system enables rapid adaptation to client specifications and regulatory changes.
- **Partnership:** We collaborate proactively with our stakeholders to foster long-term value creation and innovation.