

QUALITY POLICY

The management defines and documents its quality policy, objectives and commitments.

The quality policy is relevant to the company's objectives and the needs and expectations of its customers.

The Management ensures that this policy is understood, implemented and supported at all levels of the organization.

The management ensures the necessary resources for the implementation of the Quality Policy.

The Quality Policy and its objectives are reviewed and updated annually in the review.

The management aims to achieve the following objectives:

Analyze the risks of the enterprise by identifying the pros and cons from outside, the strengths and weaknesses of internal processes. The goal is to take advantage of what is positive and make enterprise risk acceptable.

Understand and develop customers' requests and especially reply to them.

Identify, decrease and/or eliminate business nonconformities and primarily customer complaints and/or claims.

To improve business efficiency in compliance with current national and international regulations by setting periodic targets, targets to be achieved through the prompt application of staff training programs, and in compliance with annual and medium-to-long-term infrastructure development plans.

Analyze and possibly apply energy-saving correctives.

All the above should be periodically monitored to demonstrate compliance of services delivered through:

- customer satisfaction monitoring
- monitoring of NCs
- monitoring of staff training
- monitoring of outsourced services/supplies.
- business monitoring by monitoring financial and economic trends.
- monitoring of contract trends.

The management undertakes to plan and implement the process of continuous involvement of all personnel to achieve the full application of quality. The quality system must operate in accordance with the requirements dictated by the international standard UNI EN ISO 9001:2015.

All staff must be active in achieving the objectives identified in this document.

Any changes to the quality policy are defined from time to time by the Management in the system review report. This document is disclosed to all involved parties so that they can operate accordingly with its contents.

Issued on 03.10.22 by the management

Giovanni Colomba