

Quality Policy (ISO 9001)

Our Group has always been focused on developing competencies and solutions, and providing consultancy and system integration services that allow our customers to transform the need to change into a growth opportunity.

To reach these objectives, it is important to develop work methodologies and processes that combine standardisation with flexibility and the capacity for self-improvement, and it is necessary to maintain a highly skilled, knowledgeable and motivated workforce.

For this reason, management defined a new organisational structure and plans to implement a quality management system, according to the ISO 9001 international standards, supplemented with specific standards for software engineering and systems (e.g., ISO/IEC 12207, ISO/IEC 250nn).

The Quality Management System, based on an approach that seeks to prevent non-compliance, is systematically monitored to evaluate its effectiveness, including through the use of internal audits.

More specifically, the Management undertakes to:

- guarantee the effectiveness of the Quality Management System;
- promote the process approach and risk management which can impact on the compliance of products/services and the ability to improve customer satisfaction;
- communicate the importance of satisfying customer requirements, legal and regulatory prescriptions, as well as contractual obligations;
- establish and communicate the quality policy and its objectives;
- communicate to the company the importance of meeting the established goals and complying with policies, legal responsibilities and continuous improvement requirements;
- ensure the availability of resources to establish, implement, manage, monitor, review, operate, update and improve the Quality Management System;
- establish risk acceptance criteria and acceptable levels of risk;
- perform periodic reviews of the Quality Management System to ensure that expected results are achieved and ongoing improvement is promoted.

The strategic objectives of the policy, that interact synergistically, are:

- ensure that customer needs are defined and met in order to increase customer satisfaction and retention;
- increase employees' awareness of and involvement in the business goals and objectives, and their contribution to the organisation's continuous improvement (employee satisfaction);
- improve employees' professionalism and their ability to convey it effectively and efficiently;
- increase the business' competitive advantage effectively and efficiently by improving operating profits and market share;
- develop the ability to create value, by optimising both costs and resources, which increases the speed of market response.

To make the planning and achieving of these objectives systematic, and to make them transparent to our customers, management ensures its support, the commitment of all necessary financial and professional resources, and intends to provide tools and actions to facilitate the full adoption of the quality management system by all individuals in the organisation and incentivise the contribution of each individual for continuous improvement.

Molfetta, 16/07/2018

Il Chairman & CEO
Dott. Domenico Favuzzi