

Herein, the Management of ASDEA S.r.l. expresses our desire to offer services capable of fully satisfying the needs of our customers and stakeholders. In light of this goal, we have implemented a Management System in conformity with the Quality Management System (QMS) according to the UNI EN ISO 9001:2015 norms, in the following field of application:

“Research, design, and delivery of integrated engineering services”

- **Sector EA:34** -

The application of such norms involves:

- Specifying tasks and responsibilities in light of the Quality Management System so as to organize the entire company, from the Management to the individual worker, according to their skills and duties
- Considering the Quality Management System and its results as an integral part of operating the company
- Providing the necessary human resources and instruments
- Periodically maintaining and reexamining the implemented Company Policies and Management System
- Defining and disseminating the quality objectives internally,
- Adopting preventative actions based on an analysis of stakeholder complaints and audit findings
- Constantly improving the system (and thus updating the Manual and the attached documentation) according to the evolution of needs and enforcing the compliance of the relevant personnel
- Consolidating every solution for improvement adopting and verifying client satisfaction
- Maintaining compliance of the company's activities with the applicable mandatory workplace safety requirements
- Working to address the needs of stakeholders, from the moment of first contact to the time of delivery, using a feedback monitoring and evaluation system
- Pursuing constant innovation in company know-how and the standardization of methods and lessons learned
- Systematically verifying that contractual terms and applicable requirements are met.

In order to achieve the above, ASDEA S.r.l. proposes the following objectives:

- The identification and analysis of the present and future needs and expectations of our clients and staff, thereby regularly planning and scheduling company activity to ensure the constant satisfaction of these needs and expectations
- The maintenance of a Quality Management System that aims for continuous improvement and is coherent with the preset objectives
- The creation of measurable macro-objectives for all levels of the company, for preventive actions and improvement
- The provision of training and awareness-raising activities for the staff to ensure that they take ownership of these goals and are appropriately involved in operational decisions and improvement measures
- The availability and diffusion of the Quality Policy to the relevant parties
- The periodic review of this policy at the time of the management review to ensure its continued suitability.

In pursuit of continuous evolution, the Company will commit itself to the realization of the above, in the ways and timeframe established, and to the definition of new objectives and decisions compatible with the improvement of company performance and to the continuous improvement of the effectiveness of the Quality Management System.