

Policy -DM-02574 V1

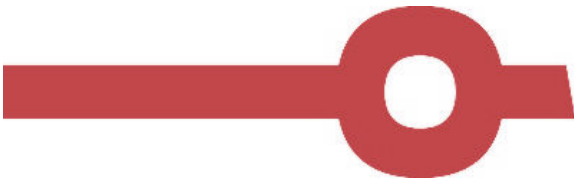
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Quality Policy of SYSTRA S.p.A.

DOCUMENT SUMMARY

The document outlines SYSTRA S.p.A's quality policy, aligning it with the ISO 9001: 2015 standard, emphasizing innovation and integration into company processes.



Scope for application			
Process	Strategy and Performance	Scope	Italy
Update target	2026		
TECHNICAL VERIFICATION	IMS CONSISTENCY CHECKER	APPROVAL	
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## CONTENTS

1. PURPOSE / PREMISE .....	2
2. ACRONIM LIST .....	2
3. LEADERSHIP & QUALITY POLICY .....	2
3.1 QUALITY OBJECTIVES .....	2
3.3 EMPLOYEES RESPONSIBILITY.....	3
4. COMMUNICATION OF THE QUALITY POLICY .....	3

## 1.PURPOSE / PREMISE

This document aims to illustrate the SYSTRA S.p.A quality policy under the light of the ISO 9001:2015 standard, capturing its innovative spirit and a full integration of its principles into the company's operating processes.

## 2.ACRONYM LIST

CEO	Chief Executive Officer
QM	Quality Manager
QMS	Quality Management System

## 3.LEADERSHIP & QUALITY POLICY

On an organizational level the management responsibility of the QMS lies with the QM which, however, reports directly to the CEO, therefore ensuring the full involvement and the full support of top management.

Our company Systra S.p.A is committed to delivering high-quality services that meet and exceed our clients' expectations. Our quality policy is focused on the continuous pursuit of excellence, constantly improving our processes, and fostering a collaborative and customer-oriented work environment.

### 3.1Quality objectives

- Our main quality objectives include:
- Ensuring that all projects are completed to the highest standards and comply with applicable regulatory and contractual requirements.
- Adhering to established delivery schedules, avoiding delays through effective project management.
- Maintaining a high level of customer satisfaction by continuously improving our design practices and client communication.
- Improve efficiency and effectiveness through good procedures and processes to optimize time and resources involved.

### 3.2Quality Management System

To ensure the quality of our services, our company has implemented a Quality Management System (QMS) based on the following guidelines:

- **Planning:** Each project is carefully planned with the goal of identifying and addressing potential issues in advance.
- **Execution:** Design processes follow standardized protocols, with regular checks to ensure each phase is completed correctly.
- **Control and Review:** All projects undergo internal and external reviews to ensure compliance with quality standards.

- **Continuous Improvement:** Customer feedback is used to identify areas for improvement and implement corrective actions

### 3.3 Employees Responsibility

- All employees are responsible for the quality of their work and must:
- Adhere to the protocols and procedures established in the QMS.
- Contribute to continuous improvement by reporting problems and proposing solutions.
- Collaborate closely with colleagues and clients to ensure an efficient and error-free workflow

## 4 COMMUNICATION OF THE QUALITY POLICY

The Quality Policy will be distributed by email to all employees. The Quality Policy has been published on our company intranet for easy access by employees and third parties.

Trento, 23 August 2024  
The Chief Executive Officer  
Paolo Cucino