

Milano :

Your Ref.:

Our Ref. :

## QUALITY POLICY

process srl undertakes to:

- Maintain and increase the satisfaction of the Customer and of the other interested Parties.
- Establish, maintain and improve its quality system in compliance with ISO 9001:2015.
- Maintain environmental sustainability through the rational use of all resources.
- Act in compliance with the requirements agreed and contractually regulated with the Customer, in all its service activities. Such activities must always be conducted in accordance with all applicable Laws and Regulations.
- Pursue the continuous improvement of the quality of its services with a view to customer satisfaction.
- Give instructions and prescriptions to its Employees in order to ensure uniformity of behavior as regards the quality of services.

The Managing Director has the authority and the task of verifying the correct application of the System and of proposing any corrective and improvement actions where the need arises.

During the general reviews of the System, periodically carried out by the Management, the company policy is reviewed, the context in which **process srl** operates is reviewed, risks and opportunities are assessed and the objectives and the goals of the Organization are established.

January, 2023

Signature  
  
**PROCESS s.r.l.**

