



## Quality policy – Devoto Design

The top management of Devoto Design S.r.l. for what concerns the establishment, maintenance, and improvement of the Quality Management System, intends to supply its services to the Clients in full respect of the principles and criteria enlisted by the UNI EN ISO 9001:2015 regulation, in full compliance with the laws and regulations that govern the activities of consultancy and professional training.

This Quality Policy document is inspired by the following principles:

- Devoto Design honors its commitment to the Clients by meeting their expectations in terms of the quality of the service and in terms of the established delivery time;
- Devoto Design keeps high-quality standards for its products and services at competitive prices;
- Devoto Design has defined a reference framework for the definition and re-examination of its quality objectives;
- Devoto Design constantly sensitizes and motivates the company staff to training;
- Devoto Design has established efficient tools for communication inside the company and with its Clients, Suppliers, and other stakeholders;
- Devoto Design guarantees its commitment to a constant improvement of its Quality Management System.

For what concerns general company objectives, every year on the occasion of the Quality System re-examination, the top management of Devoto Design srl defines new measurable objectives enlisted and detailed in the "Improvement Plan" document.

The evaluation of the complaints filed by the Clients or other stakeholders and the fulfillment of the established delivery times and of the standards of the products are Devoto Design's basis of evaluation for constant improvement.

To reach these goals, the top management, through the publication of this Quality Policy, commits the execution of all the activities here described at all levels. The top management also commits to make sure the staff understands, shares, and puts this policy into practice.

To this extent, the Top management commits to include it on the company website and to share it with its staff and partners, together with all the documents that might be necessary to understand it and put it into practice. This might include:

- sharing the quality documents and the company operational procedures;
- making the staff aware and sensitive to their use and application;
- specific training for each company department for what concerns the quality policy;
- specific technical training courses for continuing education of the staff.

The commitment to this Quality Policy is also represented by the support of human, technical and economical resources that the top management might deem necessary to efficiently put the Quality Management System into practice. The compliance of this Quality Policy is validated through the Top Management Re-examination and also through the scheduled auditing sessions.