

Quality policy

Satisfaction of the requirements and Continuous improvement of the effectiveness of Insis Quality Management System, together with the Customer's satisfaction, are primary objectives that Insis High Management undertakes to achieve and maintain high-level performance, anticipating competitors in the products and services of the near future.

To achieve this result in the context of highly qualified services means:

- To implement a policy aimed to promoting awareness and commitment to individuals, firmly believing in the fundamental role of each resource and in contribution of each to quality
- To know deeply customer's problems and anticipate their expectations;
- To provide the best level of performance, according to customer's budget.

Clarity in information, involvement of individuals, organization of flows and continuous monitoring of results will be the preferred methods in the context of the Quality Policy.

During management's reviews, the Quality Policy, as described above, is subject to a review to ensure continuous adequacy and compliance with corporate strategies.

Each institution, as far as it is competent, must pursue the following objectives with the resources that have been made available to them:

- Ensuring the fulfillment of orders in the agreed quantities and times;
- Ensuring compliance of the product with the specifications agreed with the Customer;
- Monitoring customer satisfaction and product quality;
- Ensuring continuous training and staff awareness;
- Maintaining the adequacy of the working environment with particular reference to safety;
- Optimizing the use of available resources;
- Monitoring the quality of suppliers by ensuring that the activities they perform are carried out in full compliance with the applicable requirements;
- Implementation of corrective actions to prevent and / or eliminate non-compliance;
- Ensuring continuous improvement in all activities.

Each function, as far as it's competent, implements all the actions necessary to achieve the expected results, as defined in specific plans, measurable and consistent with this Quality Policy, and reports to the Management on the progress of its objectives in occasion of the periodic reviews of the QMS by the Management.

The Management, to ensure the effective implementation of the Quality System, oversees all the activities carried out within the Quality Management System and, with the support of the Quality Management structure:

- approved the descriptive documents of the QMS in order to clearly describe the criteria to be implemented for the management of the various processes and activities;
- requires adequate accountability of the personnel at every level, with regard to the quality and the activities of competence;
- implements all the necessary actions to avoid recurrence or prevent the occurrence of actual and potential non-conformities;
- prepares, in conjunction with the functions involved, suitable monitoring and measurement indicators in the main QMS processes;
- guarantees the protection of confidential information and the property rights of the Customer;
- avoids involvement in activities that may diminish trust in competence, impartiality, judgment or professional integrity;
- ensures an absolute commitment to compliance with applicable laws, technical regulations and contractual requirements;

In providing its services and products, the company operates according to precise criteria documented and supported by a Quality Management System, paying the utmost attention to the following aspects:

- Determination of the external and internal factors relevant to the company's purposes and strategic guidelines and which influence its ability to achieve the expected result for its quality management system;
- Minimization of risks through control / improvement of processes and management procedures;

- Research and use of advanced and safe technologies, in compliance with the most restrictive regulations;
- Provision of information to interested parties to better understand the impact (in terms of the balance between "costs and benefits") of the solutions proposed;
- Definition and monitoring by means of appropriate indicators that allow you to have a continuous assessment of the activity performed;
- Empowerment of all the figures involved in the different phases of the processes;
- Assurance of maximum collaboration to the interested parties giving them the maximum support and putting at their disposal the technical material and their experience;
- Full compliance with technical regulations, safety and hygiene at work, and their imposition to the customer;
- Care in the selection of qualified employees / suppliers, who share the principles of reliability and quality of the company.

This Policy is supported by the Management but, in order to be implemented, it must become part of the objectives of all personnel.

For this purpose, personnel must be aware of contributing, each with their own work, to the continuous improvement of company processes.

Therefore, the General Management intends to promote, with particular care, all the initiatives aimed at ensuring that this Policy is understood, implemented and supported at all company levels. The various functions must consider quality a fundamental and indispensable value for business success.

To all employees and managers of INSIS S.p.a. the Management requires active participation and commitment to comply with the criteria defined in the Quality Management System and to achieve the relevant objectives set.

The success of this process will make an important contribution to increasing the Company's profit as well as increasing the professionalism of individuals.

GEO
INSIS SpA
L'Amministratore Delegato
Gianfranco Roati

