

From: GENERAL DIRECTION

OBJECT: knowledge of the Quality Policy

Dears,

with the present document we would like to draw your attention to the implementation in our Organization of the Quality Management System in conformity of the Standard UNI EN ISO 9001:2015.

The Policy of Quality **incico S.p.A.** intends to pursue, through the introduction of the Quality System conform to the Code UNI EN ISO 9001:2015, wishes to be, before a simple methodology of work, a way to think. Attention to Quality is aimed at getting, besides the Client's satisfaction, the respect of the person and the professionalism, with the full awareness that the creative and aware work is a qualifying dimension of the human experience.

The Quality Policy is chased and remains a reference constant point for each action.

In the contest above described the Quality Policy can be summarized in the following points:

- To pursue the Client's **LOYALTY** by taking care of the specific aspects related to the **OPTIMIZATION** of the adopted solutions and the strict respect of time scheduling for each activity, in order to guarantee the fulfilment and the expectations of Clients.
- To improve the **PRODUCTIVITY** of the company and mainly to increase effectiveness and efficiency of professional performances of single roles by streamlining the available resources.
- To expand the **POTENTIALITY** of Engineering services supplied by **incico S.p.A.**, in order to make and promote a **MULTIDISCIPLINARY** structure able to develop a full design cycle, from the feasibility and dimensioning studies until the detailed executive design.
- To favour the **PROFESSIONAL GROWTH** of the own human resources through a full and effective collaboration, a continuous working team commitment, a constant attention to the professional update.
- To chase **CLARITY** and **TRASPARENCY** in contractual relationships, as basic necessary assumption to supply a qualified professional service able to fulfil all the needs.
- To keep up with a continuous service **IMPROVEMENT** and own Quality System through a regular monitoring of the achievements and of the Client's feedback.
- To assure the **GROWTH** of the **COMPANY** in terms of expertise, resources, means, and external image so as to have a unique and objective joint between the company name and the product quality offered.
- To set and update resources which all together can affect the quality level of both the product and the service to be submitted to the client, such as:
 - **MEANS**; working tools and checking instruments
 - **APPLICATION INSTRUMENTS** (essential); National and European Codes
 - **HUMAN RESOURCES** (essential); qualified personnel.

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