



MANAGEMENT PROCEDURE

Quality management system in accordance with UNI EN ISO 9001:2015

Quality Policy.

Rev 1

Quality Policy

EasyB is an organisation that aims to consolidate and strengthen its position in a national and international scenario characterised by:

- increasingly pressing Customer requirements;
- evolution of service quality standards aimed at maximum achievement of explicit and implicit requirements.

This means pursuing with determination the full achievement of customer satisfaction and that of the other stakeholders who are employees, suppliers, shareholders and the community.

The needs and expectations of customers must be correctly understood and transmitted within the company so that they are understood and internalised at all levels through the use of technological and innovative means. It follows that the performance of activities becomes more efficient and effective over time.

With these assumptions, the organisation understands Quality as:

- a tool for creating company and personal assets;
- an instrument for increasing profitability;
- an element of distinction;
- management tool;
- a tool to take the company from the level of quality to that of excellence, increasing and diversifying the business.

All, having as their objectives the requirements and expectations of the Customer/Market and the applicable mandatory requirements, must focus on optimising, over time, the overall performance:

Reasoning on facts and unambiguous data;

Using, at all times, the plant, equipment and human resources necessary to produce what is required in compliance with the applicable environmental, safety and prevention regulations;

Developing activities according to the logical scheme of planning, implementation, verification, action for improvement and consolidation;

Following the basic principles of quality and ethics towards customers, collaborators, employees, suppliers and other interested parties;

Controlling, managing and improving company processes, continuously measuring performance against objectives and correcting deviations where necessary.

Continuous improvement is achieved through the annual review of the ISO 9001:2015 Quality Management System consistent with this Policy and the Annual Plan of Objectives consisting of specific indicators and measurement parameters for the individual company processes which, interacting with each other, implement the Organisation's Management System.

All personnel, adequately trained/educated, must be involved and responsibly participate in meeting the requirements of Customers and other interested parties.

The Quality Manager and all sector managers undertake to disseminate and illustrate this Quality Policy with maximum transparency at all levels of the organisation. The way in which the quality policy is disseminated within the organisation is by means of posters and/or direct communication to all employees and publication on the website. Employees are expected to understand the quality policy, how it affects them and their role within the Quality Management System, and to promptly report to QA any difficulties in its application due to changed internal and/or external requirements or boundary conditions.

Consistent with what has been written, quality cannot disregard any of the above-mentioned commitments and the failure to meet even one of them is to be considered as a partial failure of the Organisation.