

QUALITY POLICY



Revision Table

Revision	Changes	Editor	Approval
V. 0	Translation of the original italian version.	R.Ballardini	V.Ballardini



Quality Policy

The management of Specialvideo, in order to guarantee the quality of the service provided to the Customer in terms of performance, innovation, quality, reliability, safety, timeliness, punctuality and flexibility, considers it a priority to keep under control the technical, organizational and human factors that can influence the quality of the service itself.

A careful analysis of business processes and the approach according to risk-based thinking are considered essential tools for achieving the business objectives, in particular the following general objectives:

provide the customer with technologically advanced artificial vision solutions, designed to measure and able to satisfy him;

- respect the agreed times;
- comply with mandatory laws and regulations;
- guarantee the utmost professionalism and competence of its employees;
- use instruments, equipment and environments suitable for carrying out the service;
- improve the internal organization with particular regard to the product realization process;
- guaranteeing a corporate structure organized for the continuous development of the innovative technological solutions that characterize the product
- use reliable suppliers and create a lasting relationship of collaboration with them;
- provide maximum support to the Customer in solving any problems;
- seize the possible opportunities for improvement in terms of human resources, infrastructures, new markets, internal organization;
- assess the possible risks associated with work activities in order to prevent and avoid them.

These objectives are kept under control not only through a system of financial and process indicators, but also through the continuous monitoring of the context in which the company operates, the understanding of stakeholders' expectations, the analysis of risks and opportunities and through a careful application of company procedures.

The management, in order to verify the adequacy, effectiveness and continuous improvement of the company Quality System in relation to the established objectives, plans and guarantees the execution of internal audits.

The management therefore undertakes to:

- ensure that the aforementioned policy is communicated and understood at the relevant levels of the organization;
- formalize and disclose corporate objectives and verify that they have been understood;
- periodically check the correct application of the Quality System and its compliance with company objectives;
- keep the organization efficient by equipping it with means and qualified personnel;
- pursue the continuous improvement of the effectiveness of the Quality Management System.