

# StudioSantoro

## Quality policy

Studio Santoro s.r.l. offers competitive advantages to its customers by providing "Design and supply of consulting, quality control, inspection and revision services for public bodies and private companies. Design and provision of training services".

We understand our customers' requirements and harmonize them with standard requirements.

For us "Quality" means "compliance with requirements".

To increase the level of satisfaction of our customers, we constantly develop and improve the performance of our projects, processes and services.

To continuously improve, we define "goals" and verify their achievement.

Our "Quality Strategy" is the tool that allows us to achieve our goals.

The motto "IMPROVE YOUR BUSINESS" identifies the company's goal with the improvement of the customer's business in order to promote customer satisfaction.

The processes are harmonized globally, so as to ensure the excellence of operational activities.

We implement our administrative and corporate policies to harmonize our processes.

We manage the quality of our suppliers and external professionals by working closely with them and imposing our principles on them.

The progress of the Quality results is regularly evaluated during the Management meetings.

I communicated "our" Quality Strategy to all employees and collaborators.

Sharing and awareness of "our strategy" is "our strength".

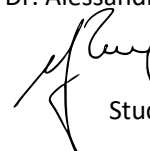
Studio Santoro s.r.l. has adopted a Quality Management System (QMS) in compliance with the provisions of the UNI EN ISO 9001: 2015 standard, established and structured with the aim of improving its technical and economic efficiency and making the service better and effective for the customer .

To this end, all members of the Organization must undertake to achieve the pre-established company objectives, including high standards of technical quality of the services provided and continuous improvement of performance towards customers, in absolute compliance with the Code of Ethics. and professional ethics.

The Company Management (AMM), and in particular the Head of the Quality Management System (RQ), are available to all staff to provide the necessary assistance and collect all observations aimed at improving effectiveness and rationalization of the System itself.

Brindisi, 07/01/2021

Dr. Alessandro Lucio Santoro



Sole director

Studio Santoro s.r.l.