

QUALITY POLICY DOCUMENT

For **ARKÉ S.R.L.** quality management is an organisational tool to ensure the correct functioning of the processes required to achieve our mission and, from a longer perspective, the point of departure to bring our services up to the level of the top operators at national level.

The importance of the company's material and non material assets, the ability to anticipate the needs of the client, the autonomy and sense of responsibility in adopting the agreed ground rules established within the organisation, the on-going internal and external debate on best practice and the development of a mentality ever striving to improve in every aspect of our work are the main pillars of our modus operandi.

To communicate and exchange information simply and rapidly is a strategic objective throughout the company, which **ARKÉ S.R.L.** intends to continue to invest in.

The management, guarantees that the objectives formalised by **ARKÉ S.R.L.** are taken on board by our team leaders: in order to ensure the definition of the operational objectives are in line and fully integrated with the company's strategic orientation and its roles and processes.

Each year the management will reassess the work carried out in relation to the set objectives and intervene where necessary. It is the task of the person responsible for quality control to liaise with the management with regard to whether the set objectives have been reached.

In fine, as the mission statement makes clear the running of all the company's processes corresponds to the rules laid down in the quality policy document (Sistema di Gestione per la Qualità) in line with norm ISO 9001:2015.

The principal goals set by the management are as follows:

- improve internal organisation and optimise use of resources;
- continue on-going policy of research and innovation into operations and above all a careful evaluation of the growth of human resources;
- continuous upgrading of the method of process management for even better qualitative and quantitative results;

- improve the control of service provision;
- improve sector control, hence the quality of completed work with regard to delivery times and quality;
- always seek to provide maximum satisfaction both internally or externally.

To achieve the aforementioned objectives, the management is committed to:

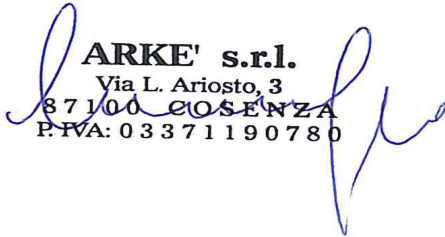
- obtaining a high level of efficiency for our services, fully respecting commitments undertaken with our clients and the relevant legal guidelines;
- obtaining and maintaining the quality certification UNI EN ISO 9001:2015;
- monitoring changes in the norms regarding safety, accident prevention, and environmental protection so as to be in harmony with legal requirements;
- observing quality standards, legally binding or agreed to by the company in the interests of good technological and management practice;
- managing the control of company processes;
- activating the quality system and providing the necessary human and material resources;
- proceeding to the systematic application of the quality system and supplying, at one and the same time, training and support for company personnel;
- activating directly all modifications envisaged in the quality system and recording them in such a way as facilitate the task of internal or external auditors;
- minimising errors, flaws, lacunae and so on by means of ensuring the staff carry out their tasks correctly, and follow guidelines aimed at the needs of individual clients;
- ensuring that internal and external personnel are in possession of the necessary qualifications, experience and training to carry out their tasks, ever prioritising a professional and correct approach, in the certainty that this will lead to an economic and efficient company organisation;
- identifying, recording and resolving situations which do not conform with the formalised procedures;
- researching and assessing suppliers of products and services considered critical for quality, forming with them a relationship based on reciprocity and trust;
- making use of the feedback from previous quality system improvement schemes;
- • rationalising, whenever possible, the organisation, process, and flow of information and work phases;
- programming respective activities in coherence with the relevant norm and the client/internal supplier concept.

For the concrete application of the Quality Policy, the company has set a series of process indicators in order to measure progress; the information from these will be collected in relation to the parameters of the

quality policy and their analysis used as a basis for on-going correction and improvement as well as in the management's final assessment.

Cosenza lì 16/12/2017

la Direzione **ARKÉ S.R.L.**


ARKE' s.r.l.
Via L. Ariosto, 3
87100 **COSENZA**
P.IVA: 03371190780