

From: INCICO S.p.A. CEO

OBJECT: knowledge of INCICO Quality Policy

Dears,

through the Quality Management System in compliance to UNI EN ISO 9001:2015, with the Policy of Quality **incico S.p.A.** intends to pursue 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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5	Date 20/01/2020	Signature	Ing. Giovanni Monini Presidente e AD