

Dear Colleagues,

The O.S.R. S.r.l. has as its primary objective the return on invested capital by pursuing medium-long term objectives such as the satisfaction of internal staff and the adequate management of risks associated with company processes and entrepreneurial activity.

The Quality Policy that the O.S.R. S.r.l. intends to pursue, in accordance with the principles set out in the UNI EN ISO 9001:2015 standard, it wants to be, before being a working methodology, a form of thought. Attention to Quality is aimed at respect for the person and professionalism, in the belief that work is a qualifying dimension of the human experience.

The work of O.S.R. S.r.l. is focused on the Customer and his satisfaction, through determination, understanding and compliance with his requirements.

The Quality Management System adopted to O.S.R. is focused on the follow principles:

- Manage to obtain customer loyalty, paying attention to the aspects relating to the optimization of the solutions adopted and rigorous compliance with the established deadlines for each activity, in order to guarantee the satisfaction and expectations of our customers.
- Improve the productivity of the Company, in particular increase the effectiveness and efficiency of the professional performance of the individual functions by rationalizing the resources available.
- Involve staff to achieve the established objectives, encouraging their professional growth, with constant attention to training and professional updating.
- Seek continuous improvement of the services offered and of its Quality system to achieve company objectives with an inclination to have and keep updated the resources that manage the level of quality of the product and service provided to the Customer.
- Ensure the growth of the company, in terms of experience, resources, means and external image so that the link between the name of the company and the quality of the product offered is unequivocal and objective.
- Have an approach based on the analysis and management of process risks to achieve company objectives.

The Management operates at all levels with unity of intent and common objectives, committing itself to creating the conditions so that employees and collaborators are placed in the best conditions to achieve the objectives set in the Quality Management System. Measurable goals have been defined which are monitored during periodic reviews by the Company Management, in order to continuously improve the effectiveness of the Quality Management System. Furthermore, organizational, market and competitive changes can suggest new approaches from the Quality System Management point of view.

The Quality Policy is spread through meetings with functional managers and through daily contact between managers and operational staff.