

Quality Management System

Quality Policy

UNI EN ISO 9001:2015

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Esisoftware Srl is a company specialised in the supply of software solutions for industrial automation. The company is part of QS Group and was founded from the desire to evolve the IT approach to management solutions for industrial systems. Its 'core business' is the informatisation and digitalisation of customers companies' operational flows, to make them more dynamic and user-friendly, through customised design of the software product and an efficient pre-sales and post-sales service.

The guiding principles of the corporate policy that Esisoftware is committed to respecting and promoting on a daily basis are defined below:

- compliance with legal requirements with particular reference to provisions concerning health and safety at work and respect for the environment;
- the attention and fulfilment of the needs and expectations of all stakeholders, which become an integral part of the 'compliance obligation';
- the constant focus on customer satisfaction, with a timely survey of customer satisfaction;
- the use of a 'risk-based' approach in the analysis of processes and activities, in order to identify risks and opportunities in relation to the context and define corporate objectives and strategies accordingly;
- the commitment to realise the established objectives, through the definition of an action plan, the provision of the necessary resources and the definition of monitoring and measurement methodologies;
- the capability to provide state-of-the-art technology solutions that meet the needs of customer organisations;
- the implementation of correct forms of fairness in commercial and technical approaches with customers, promoting high transparency in communication;
- the accurate selection of suppliers and the monitoring of their performance;
- maintaining the effectiveness and continuous improvement of the Quality Management System;
- the development of a relationship of constructive cooperation and communication, marked by complete transparency and trust, both internally and with the community and institutions;
- the employment of human resources according to their aptitudes and skills, avoiding any kind of discrimination and seeking to ensure fairness, inclusiveness and equal opportunities;
- the constant process of involvement, motivation, development and enhancement of the professional skills of all personnel for the achievement of the established objectives, by means of continuous training, information, education and awareness-raising activities
- enhancing the 'intangible capital' consisting of people, skills, experience and know-how..

The company management is aware that the achievement of these goals requires the constant involvement of the whole organisation, which is why it is committed to disseminating the Policy and promoting its understanding and sharing.

Cerreto D'Esi, 07/02/2025

LA DIREZIONE

(DG – Ing. Renato Romagnoli)