

Quality Management System

Quality Policy

UNI EN ISO 9001:2015

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Prepared by	RGQ
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Esisoftware Srl is a company specializing in the provision of software solutions for industrial automation. The company is part of the QS Group and was founded with the aim of advancing the IT approach to management solutions for industrial systems. Its core business is the computerization and digitization of client companies' operational workflows, to make them more dynamic and user-friendly, through the bespoke development of software products and an efficient pre-sales and after-sales service.

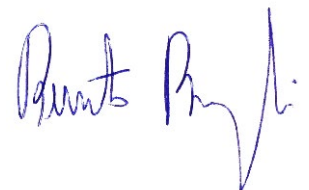
The guiding principles of the Company Policy that Esisoftware undertakes to respect and promote in its day-to-day operations are set out below:

- compliance with legal requirements, with particular reference to provisions concerning health and safety at work and respect for the environment;
- attention to and fulfilment of the needs and expectations of all stakeholders, which form an integral part of the 'compliance obligation';
- continuous focus on customer satisfaction, with regular monitoring of customer satisfaction levels;
- *the adoption of a risk-based approach to the analysis of processes and activities, in order to identify risks and opportunities in relation to the context and to define corporate objectives and strategies accordingly;*
- *a commitment to achieving the established objectives by drawing up an action plan, making the necessary resources available, and defining monitoring and measurement methodologies;*
- *the ability to provide cutting-edge technological solutions capable of meeting the needs of client organizations;*
- *the adoption of fair commercial and technical approaches with clients, promoting maximum transparency in communication;*
- *the careful selection of suppliers and the monitoring of their performance;*
- *the maintenance of the effectiveness and continuous improvement of the Quality Management System;*
- *the development of a relationship of constructive collaboration and communication, based on maximum transparency and trust, both internally and with the community and institutions;*
- the deployment of human resources in accordance with their aptitudes and skills, avoiding all forms of discrimination and striving to ensure fairness, inclusivity and equal opportunities;
- the implementation of an ongoing process of engagement, motivation, development and enhancement of the professional skills of all staff to achieve the established objectives, through continuous education, information, training and awareness-raising;
- the enhancement of 'intangible capital' consisting of people, skills, experience and know-how.

The management is aware that achieving these objectives requires the ongoing involvement of the entire organization; for this reason, it is committed to communicating the Policy and promoting its understanding and acceptance.

Cerreto D'Esi, 07/02/2025

THE MANAGEMENT



(GM – Eng. Renato Romagnoli)