

URBANA SMART SOLUTIONS S.R.L. has aligned company management with the principles of the UNI EN ISO 9001:2015 standard with the following certification purpose:

DESIGN, DEVELOPMENT, CREATION OF DIGITAL PLATFORMS FOR THE EFFICIENCY OF MANAGEMENT AND CONTROL SYSTEMS. MARKETING OF SOFTWARE AND HARDWARE PRODUCTS.

For this purpose, **URBANA SMART SOLUTIONS S.R.L.** states:

- **WE PROPOSE OURSELVES AS A TECHNOLOGICAL PARTNER THAT SUPPORTS THE CUSTOMER IN DIGITAL TRANSFORMATION**
- **FLEXIBILITY IN CUSTOMER SUPPORT IS ALWAYS DONE WITH RESPECT FOR DATA CONFIDENTIALITY**

The commitments of **URBANA SMART SOLUTIONS S.R.L.** for the full achievement of the set objectives, are divided into:

- ⇒ Obtain and maintain certification of our QMS from an accredited certification organization,
- ⇒ full involvement of the DG in tracing the general guidelines to maintain Quality and obtain continuous improvement,
- ⇒ full and correct perception of the Customer's requests and needs, and immediate translation into quality services that realize and exceed expectations,
- ⇒ involvement and integration of company resources in optimizing activities and improving services, based on customer expectations,
- ⇒ valorisation of the human potential of all collaborators, motivating and stimulating their ability to solve problems and improve, strengthening interpersonal and communication relationships, also developing self-realisation and a sense of participation,
- ⇒ raising staff awareness that everything is based on the satisfaction of our Customer who, in the flow of internal activities, is identified as the one who will carry out the next activity,
- ⇒ qualification, training and training at all levels to know, manage and control the prescribed activities, grow professionally and make a concrete and continuous contribution to the improvement of the QMS,
- ⇒ periodic review of the QMS to identify and implement opportunities of improvement,
- ⇒ involvement of all company figures in the application of current technical and workplace safety regulations.

URBANA SMART SOLUTIONS S.R.L. ensures that the quality policy is understood, implemented and supported with:

- the distribution of the PG (and any Work Instructions) of competence to all personnel required to apply them in the Company,
- continuous awareness-raising, stimulated by planned meetings, having as a topic the discussion of real cases that occurred within the Company,
- the QMS Improvement Plan, drawn up to highlight the improvement objectives, the means to achieve them and the indicators to verify their achievement
- continuous monitoring of the application of Law 81/08.

Finally, the Policy is reviewed, updated and effectively communicated to employees by displaying it on the noticeboard at the entrance to the offices and on the website. For each revision of the RGQ Company Policy, it communicates the revision to all staff and makes it available and shared in the company cloud.

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