

QUALITY POLICY

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AUTHORIZATIONS	
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QUALITY POLICY

VESENDA SRL was born as one of the first innovative Italian start-ups in 2012 and has been an innovative SME since 2016.

Its mission is the development, marketing and patenting, on an international scale, of innovative SW products “Made in Italy” in the application sectors of Smart Business Process Management and Interactive Digital User Experience.

VESENDA SRL has developed and continues to evolve the innovative web platform eLegere © for the creation of smart operational application, aimed at different user targets and at the governance of business operational processes that include both data collection, integration and exchange activities and sharing and presentation and information functions in multi-channel visual mode.

The company, to consolidate its presence on the market, is globally and actively engaged in a continuous process for the achievement of quality objectives such as to best meet the needs of customers not only in terms of quality of the service offered, but also in terms of guarantees offered and compliance with contractual deadlines. The primary objective of "VESENDA SRL" is to offer a product that can, as much as possible, comply with the requirements of the customer to increase the degree of satisfaction of the same.

Another goal that "VESENDA SRL" sets itself is to increase the number of customers acquired.

The Company's Quality Policy is focused on the pursuit of customer and stakeholder satisfaction, trust and loyalty and on full compliance with mandatory regulations / laws, while taking into account internal and external context on which it operates, following its progress and drawing inspiration from it for the definition of objectives and risks in the execution of processes.

The main factors that impact the company are related to the strong professionalism of the human resources that are a precious capital for the company as they guarantee the skills for the development of the activities as well the quality of the product / service itself.

The achievement of the UNI EN ISO 9001: 2015 certification highlights the efforts made in pursuing the continuous satisfaction of all the stakeholders.

The objectives are pursued in compliance with, and through the application of, a UNI EN Standard ISO 9001: 2015 Management System.

In carrying out its activities, VESENDA SRL has the task of:

- Guarantee a company organizational model capable of always ensuring high and adequate skills to be applied to production and marketing of the software eLegere©
- Establish every interaction with its customers with the aim of creating value while identifying existing and future needs for the success of the company

The Quality Management System of VESENDA SRL is based on a corporate risk assessment approach allowing the organization to determine the factors that could generate process deviations from the ISO standard 9001: 2015 and implementing preventive controls to minimize negative effects, making the most of opportunities offered by the market, anticipating its trends.

On the basis of the general principles set out below, measurable objectives have been defined and monitored on the occasion of annual reviews by the Quality Manager and the Management, in order to continuously improve the effectiveness of System.

1. Pay the utmost attention in identifying and satisfying the needs of its staff
2. Continuously improve the quality of the company's management and services offered with the consequent generation of positive results both of an economic nature and in terms of excellence and reputation towards the outside world, with full satisfaction of customers
3. Guarantee the availability of professionalism that is always adequate to the needs of the interested parties and, in any case, of the market of reference
4. Continuously improve the image of a responsible and efficient company
5. To guarantee a constant action of enhancement, motivation and professional growth of people
6. Respect the requirements of the Quality Management System and ensure its continuous and effective application

7. Continuously review the Quality Policy to ensure that its people fully understand its contents committing to implement them.

VESENDA SRL, therefore, through its Quality Policy, pursues the achievement of the following objectives strategic:

- Consolidation of the functionality and robustness of the “product” eLegere to meet customer needs and product vision.
- Search for business partners and definition of a CUSTOMER SUCCESS AREA aimed at listening to customers and partners, directly connected with the sales and product evolution part
- Development of actions aimed at the investors, to support the company growth towards product and business objectives.

This Quality Policy affects and involves the entire company organization and is made explicit by the requirements present in the Quality Management Manual and in the procedures, which are updated according to needs and evolution company and customer requests.

The Management undertakes to ensure that this Policy is understood, shared, implemented and carried out by all its employees and, at the same time, to share it with all the interested parties by posting it on the company bulletin board and dissemination on the company website.

The Management
