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Prepared by	RGQ
Approved by	Management

Version	Date	Amendments
1	27/07/18	First issue
2	05/12/24	Change of name from MEU-IT to MEU-IT FA Process & Solutions

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## Quality Policy

With reference to the principles, philosophy and strategic objectives contained in the MEU-IT Policy of 06/09/24 approved by the Branch President, the P&S Management has defined a Quality Policy with the aim of establishing the company's guidelines in accordance with the UNI EN ISO 9001:2015 standard.

This integrated policy is set out in a specific document **entitled "Quality Policy"**, approved by DIR and communicated to RGQ, who is responsible for:

- Incorporate it into the Integrated Management System Manual
- Making it available to company staff within the scope of the QMS, in a non-editable format.

### Quality Policy (ISO 9001)

*"MEU-IT FA Division - Process & Solutions is committed to understanding customer needs and plans its activities to fully meet them. Similarly, it operates in accordance with the requests and requirements:*

- *of the relevant market*
- *of the country in which it operates, complying with laws and regulations*
- *of all parties involved in its processes deemed critical.*

*MEU-IT FA Division - Process & Solutions takes responsibility for the effectiveness of its QMS, making all necessary resources available and ensuring that planned objectives are compatible with the context and strategic direction.*

*MEU-IT FA Division - Process & Solutions communicates the importance of the QMS and actively involves all interested parties, coordinating and supporting them.*

*MEU-IT FA Division - Process & Solutions plans its processes using a risk-based thinking (RBT) approach in order to implement the most appropriate actions to:*

- *Assess and manage risks associated with processes*
- *Exploit and reinforce identified opportunities*

*MEU-IT FA Division - Process & Solutions recognises that the involvement of staff and all stakeholders, combined with the active participation of all employees, is a key strategic element. It promotes the development of internal expertise and the careful selection of external partners in order to secure competent and motivated human resources.*

*MEU-IT FA Division – Process & Solutions has set itself the ongoing objective of improving the performance of its QMS. The preliminary assessment of risks and opportunities associated with business processes, internal and external audits, and management reviews are the tools that MEU-IT FA Division – Process & Solutions employs to ensure continuous improvement.*

The Quality Policy will be updated whenever deemed necessary, in response to specific events (organisational changes, restructuring of the business and its model, etc.), to ensure it remains consistent with management's intentions and the objectives of the business.