

The quality policy has three closely related objectives:

- Satisfaction of the customer and of all interested parties
- Continuous improvement of internal processes also through Risk Based Thinking (Risk Management)
- Involvement and motivation of staff at all levels

The satisfaction of customers and interested parties is pursued through:

- The creation of a partnership relationship with customers for the achievement of common objectives;
- Continuous attention to the needs of interested parties
- Being a reference technological partner
- Constant monitoring of internal quality indices to ensure an increasingly efficient service

The continuous improvement in terms of quality, effectiveness and efficiency of internal processes is pursued through:

- The clear definition of activities and responsibilities;
- Everyone's awareness of their role and responsibilities;
- The systematic application of techniques for quality planning and defect prevention also through the use of Risk Management policies
- The formulation and implementation of annual improvement programs.

The involvement and motivation of staff at all levels is achieved through:

- Systematic interventions of awareness, training and professional updating;
- Active participation in the continuous improvement of quality by all the actors involved;
- Continuous information to staff on the progress of company performance.

The Quality System represents the tool through which Progind:

- Governs its own processes efficiently;
- Ensures the continuous improvement of the services provided.
- It guarantees its customers an always efficient Quality and Level of Service.

The Company Management