

The clients and users of BService-Eng services seek solutions that meet their needs and preferences. If expectations and requirements are not explicitly expressed, it is the responsibility of BService-Eng to interpret and translate them into standards that serve as the benchmark for performing activities within its scope of expertise. BService-Eng manages its activities with a focus on continuous service improvement, increased efficiency, effectiveness, cost-effectiveness, innovation capability, and, above all, customer/client satisfaction. These are the objectives that BService-Eng must pursue today. The implementation and maintenance of a Quality Management System, compliant with the requirements of ISO 9001:2015 and UNI EN 9100:2018 standards, can serve as an ideal tool for achieving these goals.

The mission of BService-Eng is to meet internal and external requests concerning the delivery of services required by applicable regulations, pursuing the highest quality standards, enhancing skills in growth initiatives, and creating value for its stakeholders, ensuring client satisfaction, and fostering the professional growth of its employees. To this end, BService-Eng manages its core and support processes, ensuring compliance with legal requirements, identifying appropriate corrective actions and possible improvements while considering the following fundamental principles:

- a) streamline and optimize the company's various processes, both managerial and operational, to deliver services that meet defined quality standards within agreed timelines;
- b) commit to spreading a culture of quality within the company through appropriate training actions for its personnel;
- c) promote the training of human resources;
- d) safeguard the work environment and worker safety;
- e) provide information and training for human resources on measures to adopt regarding climate change;
- f) reduce the impact that company activities may have on climate change;
- g) promote the use of new technologies in service delivery.

The definition and documentation of quality objectives are carried out during the planned management reviews, where the achievement of previously set objectives is also evaluated. This Quality Policy and the company's procedures are presented to all personnel during dedicated training sessions, appropriately recorded in compliance with the provisions of this manual. Furthermore, the proper and complete understanding and implementation of this policy are systematically verified as part of internal audit activities.

The Heads of the various functions outlined in the BService-Eng organizational chart have direct responsibility for implementing the contents of this manual within their respective areas of competence. The Management holds primary responsibility for achieving the previously indicated objectives and any corrective actions necessary for their full realization. Management emphasizes that quality is a collective responsibility and calls for direct commitment to applying the Quality Management System. To support these commitments, Management sets quality objectives and commits to reviewing them annually. The Quality Management System Manager will report directly to Management to resolve any conditions detrimental to the proper execution of activities and any problems that cannot be resolved following the procedures outlined in this Manual.

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General Management



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