

QUALITY POLICY

MISSION

Provide high quality engineering services in the international context for optimum operational management and full scientific exploitation of Space Systems dedicated to Human Flight, Planetary Exploration and the Observation of the Universe

VISION

Become a Competence Center at National and International level for the supply of Products and Services based on Advanced Space Technologies and Management of Complex Systems

In carrying out its mission, **ALTEC S.p.A.** aims to generate and stabilize relationships characterized by Quality & Effectiveness with customers, human resources, Organizations that interface with the Company (suppliers, financial world and associations) and to guarantee shareholders a stable increase overtime.

ALTEC has defined its Quality Policy consistently with the context analysis and analysis of stakeholders' expectations.

It is the policy of ALTEC S.p.A. to pursue with determination, in the short and long term, the following objectives:

- **Excellence in the quality of the services provided.**
- **Guarantee the satisfaction of the expressed and implied needs of the Customer and those bindings**
- **Guarantee the success of the Company, its collaborators and all other interested parties.**

The company's commitment to pursuing these goals (objectives) is defined by the setting up, implementation, verification and continuous improvement of the Quality Management System (compliant) with UNI EN 9100: 2016 and UNI EN ISO 9001: 2015 standards, described in the Quality Manual

The Quality Management System of ALTEC S.p.A. is based on the following fundamental principles:

- **Focus on Customer:** (Customer Focus:)
to understand their present and future needs, to meet their requirements and to overcome their own expectations.
- **Leadership:**
which must guarantee unity of intent, guidelines and an internal environment that can determine the full involvement of the staff in pursuing the goals defined by the company.
- **Active participation of people:**
which is the essence of the company, because it lives daily contact with the customer and transforms commitment to Quality in concrete daily actions aimed at its achievement.
- **Process Approach:**
to achieve the expected results with more efficiency.

QUALITY POLICY

- **Improvement:**

which is a permanent goal of the company in terms of effectiveness and efficiency and is the result of the identification, understanding and management of the business process system.

- **Decision-making process based on evidence:**

because effective decisions are based on the logical and intuitive analysis of real data and information

- **Relationship Management**

because a mutually beneficial relationship with the stakeholders enhances the mutual ability to create value.

These fundamental principles contribute to improving the internal potential of the company, which is also greatly benefited by the involvement, motivation and awareness of all people so that each of them behaves in the dual role of Customer and Supplier:

- as a **Customer**, in claiming the highest level of quality from those who perform the work upstream of their position;
- as a **Supplier**, in ensuring the highest level of quality in the product / service of his work, proposing improvements and committing himself to doing it correctly in order to avoid remaking.

RESPONSIBILITY

The Management of ALTEC S.p.A. assumes the responsibility of disseminating and supporting, with the most appropriate resources and means, the Quality Policy, clarifying and assigning to each collaborator specific responsibilities for its implementation.

**Management Representative
for the Quality**

Armando CIAMPOLINI

