

## **Modena, 18 January 2018**

K Labs S.r.l. offers innovative services for skills transfer in the ICT (Information & Communication Technology) sector and staff training, operating both nationally and internationally.

K Labs' General Management establishes corporate strategies with a clear understanding of the need for an integrated organizational vision, where meeting the expectations of interested parties (shareholders and stakeholders) is the foundation for all other aspects that define strategic planning.

This Quality Policy summarizes K Labs' overall commitment to its stakeholders. To fulfill this commitment, a Quality Management System (QMS) has been implemented in accordance with the UNI EN ISO 9001:2015 standard.

The general guideline underpinning and overseeing the Quality Policy is the satisfaction of stakeholders and the delivery of services with a view to continuous improvement, through a Risk-Based Thinking approach, risk assessment and monitoring, and opportunity analysis.

### **Mission**

To support clients in the training and skills development of their personnel, continuously improving the effectiveness of the services provided and user satisfaction.

### **Vision**

To anticipate needs and support clients through technological evolution.

#### Core Values

- Constant innovation
- Expertise
- Flexibility in service delivery
- Efficiency in process management
- People motivation

The Management's commitment to continuous improvement of the effectiveness of the Quality Management System is pursued through:

- Focus on the client and their satisfaction
- Assessment and monitoring of the context in which the organization operates and of interested parties
- Use of a process-based and Risk-Based Thinking approach to reduce risks and evaluate opportunities
- Ongoing measurement of perceived quality and systematic verification of compliance with contractual terms, binding requirements, and defined financial and economic goals
- Definition of specific plans aimed at continuous improvement
- Maintenance of a dynamic organizational structure designed to involve and motivate all staff
- Skills enhancement through training and professional development plans
- Resource planning through budgeting and cost control processes
- Collection, analysis, and management of non-conformities
- Full compliance with general and specific regulations, with particular attention to the protection of individuals
- Definition and monitoring of appropriate quality indicators

General Management is committed to:

- Ensuring the quality policy is widespread throughout the organization, known and understood at all levels, and correctly applied
- Complying with the reference standards (UNI EN ISO 9001:2015)
- Establishing and communicating quality objectives and policies across the organization
- Acquiring the necessary resources to achieve quality objectives
- Periodically reviewing the quality system and related indicators, adjusting them to the growing expectations of interested parties

The implementation of this quality policy is a constant commitment of the entire organization and management.

K Labs S.r.l.

La Direzione

