

QUALITY POLICY

The General Management of **Sim-Patia**, with the preparation of this document, intends to define the company Quality Policy by specifying the objectives and commitments derived from it.

The task we have undertaken is to provide hospitality and assistance in various forms to people with serious or extremely serious physical disabilities in a context in which it is possible to live peacefully, to be recognized for what one has and not for what one is deprived of, and where there are stimuli and help to recover, as far as possible, one's autonomy by leveraging and putting one's self-determination into play.

We believe that this way of working must become part of common sense, and therefore we promote the diffusion of a culture that goes beyond the logic of welfarism and instead hinges on the person's willingness to participate by taking an active role in family and social life.

It is therefore the firm will of **Sim-Patia** to develop and follow this Quality Policy, so that it is permeated and implemented at all levels, in the provision of services and in the implementation of projects.

This Quality Policy represents the commitment on which said Quality System is based (*UNI EN ISO 9001*) and is mainly expressed in the following points:

- *pursue the complete satisfaction of all parties involved in the activities:*

<i>the user</i>	<i>through the quality of the services provided, which allows for the retention and acquisition of new users through word of mouth.</i>
<i>the personnel</i>	<i>through involvement and continuous training, giving them the opportunity to express individual potential and employment stability, as well as improve communications, professionalism, and, above all, motivation and involvement in the design and implementation of services and projects.</i>
<i>the suppliers</i>	<i>through transparent and fair customer / supplier relationships that bring mutual benefits, we want to get the best for our users by seeking quality products and services.</i>

- *achieve continuous improvement of internal processes and services offered, increasing the efficiency and added value of individual activities, through continuous maintenance of a dynamic corporate Quality Management System consistent with the corporate management model defined in the UNI EN ISO standard 9001;*
- *operate in full compliance with current legislation;*
- *increase the professionalism of **Sim-patia** through continuous staff training and the adoption of increasingly targeted methods and projects.*



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Therefore, this policy expresses the strategy of focusing on the excellence of the services provided and on the extreme competence in the sector in which **Sim-Patia** operates.

In particular, the General Management personally ensures, also through its "Quality Manager", the correct application of the provisions of the Quality Management System.

The aforementioned Quality Policy fully represents the strategic vision of **Sim-Patia** and is in line with it.

The General Management of **Sim-Patia**, wishing to continuously pursue the quality system, intends to provide all the resources necessary for the achievement of present and future objectives.

Sim-patia

General Manager

Irma Missaglia
