Introduction

SKY STAR SERVCES S.r.l. is aware that sustained success is achieved when an organization attracts and retains the confidence of customers and other interested parties. Every aspect of the interaction provides an oppurtunity to create more value for the customer. Understandings current and future needs of customers and other interested parties contributes to sustained success of the organization.

Quality Management System (QMS)

The Leadership implements a Quality Management System, addressing all requirements of ISO 9001:2015 and EN 9120:2018 to coordinate and direct its activities aimed at customer satisfacion and continuos performance improvement.

Leadership

The organisation takes responsibility for the effectiveness of its QMS by making all necessary resources available and ensuring that the planned objectives are compatible with the context and strategic direction of the organisation.

The organisation communicates the importance of the QMS and actively involves stakeholders and all departments, coordinating and supporting them and creating the conditions for people to participate actively in achieving the quality objectives of the organisation.

The organization is constantly committed to meeting full compliance with applicable laws and regulations. To this end, it has established the "Corporate Compliance" department which identifies compliance obligations and policies and ensures control measures through appropriate planning.

The organization is in favour of reshaping its organizational structure to ensure a dynamic structure able to manage the changes of context.

Attention focused on customer and interested parts

The Leadership undertakes to:

- Determine, understand and meet the customer's requirements and the applicable mandatory requirements on a regular basis;
- Context changes, including the expectations of stakeholders, are constantly monitored in order to implement all actions necessary to deal with sudden changes and developments;
- Identify and address risks and opportunities that can affect the outputs' conformity and the ability to increase customer satisfaction;
- Stay focused on enhancing customer satisfaction.

In the same way, it operates in accordance with the requests and requirements:

- Of the reference market
- Of the country in which it operates, complying with laws and regulations
- Of all parties involved in their critical processes

Competence and Involvement

The Leadership is aware that competent, empowered and engaged people at all levels trhoughout the organization are essential to enhance its capability to create and deliver value.

Process approach

The organization identifies the different activities of the organization as processes to be planned, controlled and constantly and actively improve the resources for their implementation.

Quality objectives The organization manages its processes so that are unambiguous:

- Related responsibilities and resources employed
- The objectives to be pursued and the expected results

Management has defined the following key points as a framework for quality objectives:

- increasing the level of customer satisfaction
- · Constant focus on new technologies
- · Constant focus on the eco-sustainability of processes and sustainable development
- · Compliance with current social legislation, promoting and encouraging gender plurality, as well as ethnic and religious diversity, rejecting prejudices based on gender, sexual orientation or age, and including workers with functional diversity
- · Promotion of a solid culture of quality and corporate ethics, oriented towards environmental sustainability, operational resilience, and digital innovation
- · Continuous improvement of the quality level of services
- Management periodically verifies that this policy is appropriate to the purpose and context of the organization and supports its strategic direction, and that it is implemented and shared at every level of the organization.

The Leadership

SKY STAR SERVICES s.r.l.
Amministratore Delegato