

	QUALITY MANAGEMENT MANUAL	ALL 11
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The Management was inspired by the Vision, the Mission and the Deontological Rules

**Vision**

**To be the preferred business partner for research institutes in the management of fieldwork and data management solutions.**

**Mission**

**To become the point of reference for market research institutes and professionals in Italy and abroad, for the collection and management of data, through the most reliable and advanced methodologies and technological platforms with the support of competent and motivated professionals.**

**Deontological rules**

**We offer our fieldwork and data management solutions only to institutes and market research professionals, in Italy and abroad, for projects commissioned to them by their client companies.**

The Company is oriented towards developing its ability to respond to and anticipate the needs and expectations of Customers and all interested parties, monitoring their degree of satisfaction, managing complaints and proposing initiatives for their information and involvement.

The Management undertakes to satisfy and systematically improve the requirements of the Quality Management System by pursuing continuous improvements, the highest level of efficiency and effectiveness, in compliance with the contractual requirements and the quality of the services provided, thus providing the customer with a quality, reliable, safe, timely, punctual and flexible service.

The Company maintains compliance with international, European, national and local obligations and standards, with reference to the quality of the service provided.

We also ensure that every collaborator operating within the organization feels, in relation to his duties, personally involved in the implementation of the Policy.