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1 Quality Policy

The definition and implementation of a quality policy represent one of the linchpins of International Service's corporate policy. In particular the Management of International Service undertakes to maintain its own Quality System compliant with the provisions of the UNI EN ISO 9001:2015 and UNI EN ISO 17100:2015 standards.

The International Service quality policy is specifically based on achieving the following targets:

1. **Offering a quality product:** International Service works in order to place quality products alone on the market, collaborating with a selected group of translators and interpreters capable of providing high quality translating and interpreting services.
2. **Presence in Italy and abroad:** International Service believes that it can maintain and increase its market share by focussing attention on the needs of the current customers and on looking for direct customers in Italy and for potential customers on the foreign market.
3. **Customer Care;** International Service believes that it can maintain and increase its market share by focussing its attention on the needs of the current and potential customers.
 1. **Optimising the network;** International Service establishes mutually beneficial relationships with its network of translators and with the other companies in the sector. These relationships are based on trust and on exchange.
 2. **Continual improvement of the company processes;** International Service has defined its own model of processes in order to understand and systematically manage the activities. The decisions concerning the current operations and the planned improvements are made by using objective data.
4. **Leadership;** The Management of International Service is aware of how its own behaviour is decisive for creating clarity within the Company in terms of the objectives and unity of intents, at the same time achieving an environment in which the organisation and the people working there can excel.
5. **Growth and involving people;** in International Service the involvement of each and every employee is encouraged, thanks to sharing the company values and to a culture based on reciprocal trust and delegating.

International Service believes that its own long term success is guaranteed by sharing knowledge and by spreading a culture of continuous improvement, innovation and learning.

1.1 Storage

This procedure is stored in computer file format using the IT tool Google Drive. This tool permits:

- approval of the documents, in terms of their suitability, before they are issued;
- review, updating (when necessary) and re-approval of the documents themselves;
- assurance that the modifications and the current revision status of the documents are identified;
- assurance that the relevant versions of the documents applicable are available at the places of use;
- assurance that the documents are and remain legible and easily identifiable;
- assurance that the external documents are identified and that their distribution is controlled;
- prevention of involuntary use of obsolete documents and adoption of suitable means of identification, if they are to be preserved for any purpose;
- distribution of the latest revision in force of the procedure to all the company departments envisaged in the Distribution List.