



COMPANY POLICY

It is Management's will to identify the client's requirements, including implicit ones, so that these can be reviewed and then satisfied, to increase customer satisfaction.

AGT's policy to guarantee Client satisfaction is based on some main objectives:

1. that is appropriate to the purposes and context of the organization and supports its strategic guidelines.
2. That constitutes a reference framework for setting quality objectives;
3. that includes a commitment to meet the applicable requirements;
4. which includes the commitment to continuous improvement of the quality management system;
5. that elaborates the innovative intervention methodologies that adhere to the beneficiaries' needs;
6. that it is timely in resolving emerging problems during the implementation of contracts;
7. that respects the delivery terms requested by the customer.

To achieve these objectives, AGT has created a Quality Management System in accordance with the voluntary certification standard UNI EN ISO 9001: 2015, while reviewing its organization and motivating all company components towards continuous improvement.

Management holds itself responsible for making its quality policy understood, implemented, and supported at all levels of the organization.

The Quality policy is kept under control through periodic reviews by the Management and detection of non-conformities, corrective actions, preventive actions, customer complaints and periodic internal audits.

Review activities provide the framework for determining and reviewing quality objectives.