

## Quality Policies

The Management of **AVIOCONSULTING S.r.l.** is committed to placing the Client at the heart of all activities, with the objective of providing solutions and services that exceed expectations, thereby generating lasting value for the represented companies and end clients.

We recognise that the satisfaction of the represented companies is essential to our operations. Their appreciation stems from the quality of interpersonal relationships, the technical and commercial support provided, and our ability to expand their market presence.

Similarly, the satisfaction of end clients is fundamental to our success. We are committed to fostering a corporate culture that values excellence in service, ensuring that every resource is capable of delivering the best possible experience.

### Guiding Principles:

- **Client Centrality:** We actively listen to our clients in order to comprehend their needs and provide bespoke solutions.
- **Service Excellence:** We pledge to provide a high-quality service in every interaction, supporting clients in their operational choices and collaborating with the represented companies to achieve optimal results.
- **Continuous Improvement:** We consistently seek opportunities to improve our processes, products and services through innovation and continuous learning.
- **Integrity and Transparency:** We operate with probity, transparency and fairness in all our activities.
- **Valuing Human Resources:** We promote a positive, safe and stimulating working environment where every individual is valued, supported in their professional development and encouraged to give their best.
- **Social and Environmental Responsibility:** We are committed to operating sustainably, protecting the environment, respecting privacy regulations, and ensuring the health and safety of our employees.
- **Risk and Opportunity Management:** We identify, assess and manage risks and opportunities to ensure business continuity and the sustainable growth of the company.

## Objectives:

- **Improve Client Satisfaction:** Increase the average Client Satisfaction (CSAT) score, measured through feedback surveys and online reviews.
- **Reduce Non-Conformities:** Decrease the number of non-conformities by implementing more rigorous quality control processes and providing specific training to staff.
- **Increase Operational Efficiency:** Reduce response times to client requests by optimising workflows and adopting advanced digital tools.
- **Promote Sustainability:** Reduce energy consumption through the implementation of energy efficiency practices and staff awareness.
- **Increase Market Share:** Increase market share through targeted marketing strategies and the development of new partnerships.
- **Improve Communication:** Implement a more effective internal communication system, improving information sharing and collaboration between teams.

## Monitoring and Review:

- The achievement of these objectives is monitored through the continuous measurement of Customer Satisfaction, the analysis of complaints, the control of response times and the evaluation of the results of the actions taken.
- This policy is reviewed annually to verify its adequacy, effectiveness and compliance with corporate objectives, current regulations and market requirements.

*The Administrator*

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