Quality policy

IT CENTRIC

Quality policy

The IT company Centric is aware of the challenges and opportunities that the market imposes and how to daily deal with them, quick and successful decisions are needed.

Pursuing business effectiveness and efficiency means overcoming challenges and identifying opportunities. It is from this perspective that the Organization has decided to first establish, then achieve and maintain a quality system compliant with the international standards ISO 9001:2015. ISO 9001:2015 guarantees greater internal efficiency and a better predisposition to demonstrate its own ability to provide products that meet customer requirements and applicable regulatory requirements, increase customer satisfaction, address risks and opportunities associated with its context and objectives.

IT Centric in planning its Management System considered:

- Organizational Context, by determining the internal and external factors that can influence the ability to achieve results.
- Understanding the needs and expectations of the Interested Parties for the Quality Management System.

Determining your Field of Application:

"Design and development of IT solutions, for technological innovation and the integration of processes in ICT environments. Design and provision of IT and process consultancy services. Marketing of hardware and software products".

Determination of Risks and Opportunities considering the Organizational Context and needs and expectations of the interested parties, for each process relating to the products/services present in the Scope.

IT Centric Management,

to demonstrate its constant commitment to customer improvement and satisfaction, it has established the following specific objectives:

- Invest in the necessary resources and means in compliance with the requirements set for the final product
- Constant updating on applicable laws and regulations
- Choice of Qualified Suppliers to meet the final requirements expected by the Customer
- Constant training of employees regarding health and safety at work issues, to safeguard the health of employees in the interests of the interested parties

- Adopt advanced systems to safeguard company know-how, through antivirus and daily data backup
- Monitor the efficiency of the Quality System through annual reviews carried out by Management and through "internal audits" planned and carried out during the year by qualified personnel
- Constant monitoring of the level of customer satisfaction

IT Centric undertakes to periodically review the Policy during Management Reviews, and to make it available to interested parties, and within its organization.