


MODULO DEL SISTEMA DI GESTIONE QUALITÀ

QUALITY POLICY



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RE-CORD Quality Policy aims to be a way of thinking not only a working method. Attention to Quality is aimed not only at customer satisfaction, but also at the respect for the person and its professionalism, in the belief that work, creative and aware, is a qualifying dimension of human experience.

The human resources quality is in fact crucial in the implementation of RE-CORD Quality Policy, especially for its nature as an applied research body. The greatest efforts are indeed concentrated on this, aware that the quality of human resources and their relationships and interconnections are and will remain the main company asset.

In its company directives RE-CORD has stood the Quality as a determining element for the services provided. This Quality Policy is pursued and remains as a constant reference point for all the organization actions. Therefore, to achieve and maintain a high level of Quality, RE-CORD has decided to provide the company with a Quality Management System compliant with the UNI EN ISO 9001: 2015 standard and suitable for achieving its goals.

In this contest:

- ✓ The Quality Management System should not be a constraining superstructure, but rather the work formal reference framework with the attention to detail and customer satisfaction as the main goals.
- ✓ The working methods adopted aim at customer satisfaction through the clear identification of the requirements. The PDCA (plan–do–check–adjust) management method is applied to all processes, both primary processes (processes that directly create a value recognized by the external customer) and processes concerning the company organization. Everyone's commitment is required to make the system more effective, in the belief that a Quality Management System “borns from below” makes everyone involved in its implementation.
- ✓ It is very important that everyone is aware of the importance of applying at all level a continuous improvement approach. In order to increase this awareness, rather than a hierarchical kind of organization and communication, an "horizontal" organization, where discussion and dialectics within working groups promote business growth, is preferred and adopted.

Renewable Energy Consortium for Research and Demonstration
Consorzio per la Ricerca e la Dimostrazione sulle Energie Rinnovabili

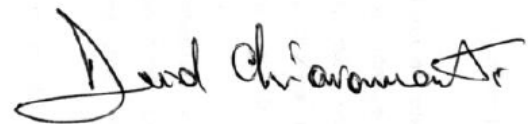
- ✓ The activities of the Quality Management System review should be effective and valuable moments, aimed at identifying the improvement opportunities and verifying the system suitability with respect to the organization requirements. The goals are identified during the Quality Management System review and then shared with the organization.

In particular, in the 2021/2022/2023 three-year period, RE-CORD will focus on the following strategic goals:

- Increase in the international reliability standing as an applied research institution
- Improvement of the function of connection between research and industry
- Further development of relations with industry and productive activities
- Consolidation of institutional relations at the European level
- Further development of relationships with other research players at European level
- Establishment of strategic partnerships with industry and research institutes.

12/05/2021

President



CEO



Technical Director

