



QUALITY POLICY

The Management of GRUPPO 2000 S.r.l., aware of the importance of quality as a strategic element for the development of the organization and for the satisfaction of interested parties, has adopted a Quality Management System compliant with the UNI EN ISO 9001:2015 standard, applied to the following scope:

"Provision of training courses for driving instructors."

The Organization's primary objective is to guarantee training services of a high quality standard, capable of meeting the needs of participants, clients and the relevant institutional bodies, in full compliance with current legislation and applicable requirements.

To pursue this objective, the Management is committed to:

- ensuring compliance with the requirements of the UNI EN ISO 9001:2015 standard and with the legislative and regulatory provisions applicable to the training sector;
- ensuring that training courses are designed and delivered with competence, professionalism and effectiveness, meeting the requirements set for the training of driving instructors;
- promoting the continuous improvement of the effectiveness of the Quality Management System through the monitoring of objectives, processes and performance;
- identifying and managing risks and opportunities that may affect the quality of the services provided and the achievement of company objectives;
- enhancing the skills of teaching and administrative staff through ongoing training and updating activities;
- ensuring the availability of the human, technological, organizational and infrastructural resources necessary for the provision of services;
- monitoring the satisfaction level of participants and other interested parties, using the results to constantly improve the services offered;
- ensuring transparency, fairness, impartiality and confidentiality in the management of training activities and of personal data processed;
- fostering a collaborative work environment, oriented towards staff empowerment, effective communication and the dissemination of a quality culture;
- promoting innovation in teaching methodologies and the use of training tools suited to the needs of the sector.

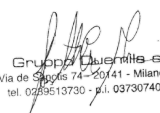
The Management defines measurable objectives annually, consistent with this Quality Policy, periodically verifying their achievement through Management Review and the analysis of performance indicators.

This Policy constitutes the reference for all company activities; it is communicated to all staff, made available to interested parties and periodically reviewed in order to verify its adequacy with respect to the organization's context, the expectations of interested parties and the Company's strategic direction.

The Management requires the full cooperation of all staff so that the principles of quality become an integral part of daily activities, contributing to strengthening the reliability and reputation of GRUPPO 2000 S.r.l.

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The Management


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