

QUALITY POLICY

DELPHIN CONTROL is aware that the company's assets consist of relationships with its staff, suppliers, and customers. The satisfaction of these, in particular of customers, is the strategic element on which the development of the company is based.

For this reason, DELPHIN CONTROL has decided to implement a Quality Management System, with the aim of enhancing its organizational and business capacity towards the needs of the market in terms of quality, effectiveness and efficiency of the service offered. The effort undertaken towards Quality Certification in accordance with the ISO 9001: 2015 standard increases in fact the added value and organizational capacity of DELPHIN CONTROL, which thus increases the competitiveness of the performances that characterize it also to offer the Customer highly qualified services and in continuous improvement to satisfy your requests.

Since the maintenance of performance and customer satisfaction are a fundamental part of its loyalty, the attention of all staff is aimed at listening to the customer to better understand his needs, to evaluate the degree of perception of the services offered and to address and resolve any problems that may arise.

DELPHIN CONTROL through its monitoring system, analyzes the information returned by the Customer and the information from its processes for the improvement of services. With Quality, DELPHIN CONTROL has the will to consolidate its value by pursuing the following strategic objectives:

- Improve your organizational value;
- Improve the quality of the services offered;
- Increase your business opportunities;
- Satisfy the particular needs of customers with continuity and flexibility, within the framework of contractual agreements, laws and regulations in force;
- Increase customer loyalty;
- Maintain a high level of stakeholder satisfaction, especially customers and partners;
- Maintain a high quality of suppliers;

The Quality Management System is based on a risk-based thinking approach that allows the organization to determine the risk factors that could generate process deviations and to implement preventive controls to minimize the negative effects and to better seize the opportunities from the market.

The Management is aware of its management responsibility, is therefore involved in the front line to achieve the objectives indicated and undertakes, in line with its structure, to provide all the necessary means and supports such as personnel, equipment and specialized training.

However, the objectives illustrated are not achievable without the direct involvement and support of each of us: only by actively collaborating can we achieve what has been set and be able to continuously improve.