

01.CP_03 - Quality policy

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Introduction

Nowadays a company will not have any future perspective if they don't deliver high-quality products, especially if the company design and produce sophisticated technologies. In a company vision, what is beyond the term "quality" and what is hidden under the "industrial design" profile or, in other words, the management engineering?

There are a lot of definitions for the term "quality". The best definition, considering its clearness and essentiality, maybe is one provided da Gilmore in 1974, in which "The quality is the degree with which a specific product satisfy the needs of a specific customer". To be more complete, we think it is worth to mention also the definition provided by Crosby in 1979 that state: "quality means conformity to requirements".

A fact in certain: quality is not a case, and it can not be invented. The quality, for a company, is a conquer to be achieved step by step e, once achieved and consolidated, must be maintained at a high level through periodic check and continuous technological improvement.

To obtain the best results in terms of quality and to maintain them for a long time, a fundamental Archiva's objective is maintaining the certification of own Integrated Management System, based on International Standard as well as European Regulation, such as ISO 9001, ISO/IEC 27001, ISO 22301, Regulation (UE) 2016/679, other the Italian applicable law such as the DPCM 3/12/2013.

The Archiva's Quality Management System

Archiva is a company that had reached from a long time a high degree of quality and is positioned between the major market player in archiving and long term digital preservation service provider.

The principles to which Archiva is inspired, proposing to mark to the correctness, equity, integrity, loyalty and professional accuracy, the operations, the behaviors and the way to work of all stakeholders, both in the internal relationship and with the external party.

To maintain this leadership, Archiva is continuously committed to improving its "Quality management system":

- recognizing the human and professional value of its employees and collaborators as assets company that, as such, must be continuously increased with the commitment of a constant action of motivation, enhancing specific attitudes through involvement and training professional and showing confidence in is work;
- considering customer satisfaction, both in terms of quality of service delivery and of security in processing business data concerning him, a priority factor. The interpretation of customer needs and expectations are central to every decision;

- taking as a priority the quality of the relationship with the customer and also recognizing the importance of the relationships with suppliers and their enhancement, with a view to common growth;
- maintaining a constant process of innovation in research and development of new technologies aimed at guarantee the maximum safety and effectiveness of the processes of conservation, management and transmission of the documents;
- keeping updated its "Quality Policy" consistent with the other company policies and the context of their organization and ensuring that it is widespread, including, implemented and supported at all levels of the company organization;
- sharing with the collaborators the Quality objectives that express the goals that the company wants to achieve.

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