



QUALITY SYSTEM POLICY

1 Foreword

In October 1996 the Managing Director of Studio Frosio decided to take the first steps to get the certification of Quality System for Studio Frosio itself, according to UNI-EN-ISO 9001 rules. This certification was obtained in 1997.

2 Reasons for applying the UNI-EN-ISO 9001 rules to Studio Frosio

The Managing Direction took the decision to apply the UNI-EN-ISO 9001 rules after a close study of the operating reality of Studio Frosio.

In particular the following reasons led to this decision:

1. Complexity of the services provided by Studio Frosio

These years the activity of Studio Frosio has been enriched by providing new services and more accurate works.

The complexity reached by these activities has required an operating system, such as the UNI-EN-ISO 9001 one, suitable to cope properly with the new situations.

2. Necessity of interrelating in a proper way with organizations already having the Quality System certification

The above mentioned complexity has brought Studio Frosio to work with companies and organizations that have the UNI-EN-ISO 9001 Quality System certification, so that the necessity or the advisability to conform with the standards of these organizations has become even more relevant.

3. Meeting the requirements of the Customer

A recent regulations, both European and Italian, have focussed on the importance of the Quality System certification, according to the UNI-EN-ISO 9001 rules, for the public Customer now and in the future. Therefore the Managing Direction, having to point out the Studio Frosio strategies, has considered getting the UNI-EN-ISO 9001 certification of primary importance.

4. Improvement of the services provided as a constant aim of Studio Frosio

As Studio Frosio has always been deeply concerned with the problems of the quality of services, the Managing Direction has made arrangements to implement a Quality System in accordance with UNI-EN-ISO 9001 rules, considering the application of these rules a basic instrument to reach such an improvement.

The Managing Direction has planned to achieve the following specific aims by applying the UNI-EN-ISO 9001 rules at Studio Frosio.

- Improvement of the managing of orders thanks to a better sharing and control of the documents concerning each order.
- Improvement of the activity planning of Studio Frosio, in particular of design planning, following a more exact evaluation during the phase of cooperation

proposals, of the work to do, and a better-timed and more accurate arrangement of the planning and definition of the necessary data for proper development.

- Improvement of the documents of the planning activities as a result of the formalization of procedures already used, but never recorded in the past. The main consequence of this is the enrichment of the professional competence and of the range of experience of the members of Studio Frosio.
- Standardizing of the activities of control, supervision, measurement, and testing, through the formalization of each activity related to them.
- Conforming of modus operandi to the international and national existing rules, where necessary, as regards the operating range of Studio Frosio.

The Managing Direction, considering the reasons for applying the rules and the aims to be reached , thinks that the results following the application of the rules can be summarized as follows:

- rationalization of the different activities and of the services provided;
- uniformity of the modus operandi of the different members of Studio Frosio;
- possibility of penetrating the international market more successfully;
- greater opportunity of acquiring orders, especially from Public Corporations.