



Acpsystem s.r.l.

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QUALITY POLICY STATEMENT

The Top Management of Acpsystem has the following strategic objectives:

- **Customer orientation and satisfaction:** the company has developed a high ability to respond and anticipate the needs and expectations of customers and all interested parties, measuring their satisfaction with respect to the services and products offered and proposing initiatives for their information and their involvement;
- **Participation and sharing of resources:** choosing the resource with the best skills and capabilities is not enough and it is for this reason that the company ensures that its resources are rightly motivated and satisfied e pays particular attention to listening and involving them in the activities they carry out at the customer's site.

The reference markets of Acpsystem are in line with the high experience in these market sectors gained in the past by its Top Managers and are essentially: SAP area and development in line with its mission and its business model, Acpsystem focuses its efforts on the guidelines that have always determined its success factor and its difference with respect to competitors:

- **Ability to innovate and continuously innovate**
- **Specialized and dedicated facilities at competitive costs**
- **flexibility, ability to adapt to the market**
- **Excellent solutions**

In this sense, all investments made in the field of training have always been guided by the idea of training young talents to be included in its staff and to be presented to customers.

In an increasingly complex working environment, it has become indispensable for companies use of specialized external consultancy. With our consultancy activity we do not offer ourselves only to assist companies in managing their business, but also to support all their needs, too specialist, thanks to our consultants and partnerships with professionals and specialized companies.

Today all this allows us to propose a business model consistent with the winning values of Italian companies, such as flexibility, innovation, creative ability and speed of adaptation to the evolution of the market.

In this sense, the Top Management undertakes to create the necessary conditions for all the parties involved are motivated and satisfied and then act accordingly in order to effectively achieve them objectives, while ensuring the adequate internal efficiency of the organization also necessary for meet their needs.

Through the implementation of the quality management system compliant with the UNI EN ISO 9001 standard we have created the premises for a business approach based on processes, their optimization, on the effectiveness of the results obtained and on the efficiency of the services. This approach leads to decisions based on factual data to obtain the pre-set results and set up the improvement process necessary to keep the company competitive.