



CSC CENTRO SERVIZI IMPRESA

The Management of CSC Centro Servizi Impresa Srl intends to set out with this Statement the guiding principles that inspire the Quality Policy and formulate the following measures and commitments for the organization:

- the implementation of the QMS, according to the procedures set out in this MQ, in accordance with the UNI EN ISO 9001: 2008 standard;
- the establishment of the "Quality Assurance" function to support the management of the system and to achieve continuous improvement of the same;
- making available the resources necessary to achieve the objectives set;
- the assurance that the quality policy is understood, implemented and supported at all levels of the organization;
- the assurance that the awareness of the importance of the client and the increase in his satisfaction is spread at all levels;
- compliance - in the case of financial courses - with the requisites formulated by the Lombardy Region and/or other Bodies and, in particular, with the limit values established for the following indexes: efficiency and effectiveness indices, indexes on the logistic endowment, economic and financial situation indexes, indexes of availability of professional skills, indexes of relationship with the territory;
- compliance with the correct obligations pursuant to and in accordance with the terms set forth in Legislative Decree 231/2001 and subsequent amendments: specifically, compliance with the provisions of the Code of Ethics in force and compliance with the provisions of the Supervisory Body in the forms and in the emanations in accordance with the relevant Regulation in force.

In particular, the primary objectives of the organization are:

- increasing customer satisfaction;
- the provision of training services that meet the real needs of companies;
- become a reference point for training;
- obtaining a correct quality / price ratio in the service;
- the punctuality of the service provided.

The Quality objectives are measured with indicators summarized in the AL 6.2 module "Quality and efficiency indexes", which is analyzed periodically.

On the occasion of the Quality System Review, DIR:

- analyzes the results obtained and defines the objectives for the subsequent period by expressing an evaluation on the effectiveness of the QMS and on the adequacy of the Quality Policy;
- evaluates the effectiveness of the index management system, including those set by the Lombardy Region and / or other Bodies, in the case of courses financed.

TRAINING ACTIVITIES 2018

In 2018, 280 hours of teaching were provided (97 in 2017, 86 in 2016), in headquarters and at client companies, for funded activities, with the presence of 51 participants (47 in 2017, 147 in 2016), coming from companies of the district, of the sector and not, for a total of about 306 hours of training for the Fondimpresa courses (average 18 hours / participant) and about 3,774 hours of training for the redevelopment courses carried out with the Randstad Agency (74 average hours /participant).

PROJECTS 2019

For 2019 DIR on the basis of the strategic objectives it invites to carry out the validated activities and to activate a further programming relating to the training activities, taking into account the information gathered both during visits and/or telephone contacts with the same and information obtained following any feed-back either by the participants or by the suppliers (teachers). It also invites us to respect the timing of updating information and the obligations required by the Lombardy Region to maintain accreditation at the register of regional operators in the field of continuous training and to maintain contacts and collaborations built over the years.

Castel Goffredo (MN), 30-11-2018

Il Presidente Sig. Massimo Bensi