



Quality Policy

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1 Quality Policy

Elepro Projects S.r.l. (hereinafter also referred to as "the Company") has established as a strategic objective the assurance of the quality of the services provided and the satisfaction of both the explicit and implicit needs of the Client, understood as both the commissioning party and the end user. This objective is to be achieved through the continuous improvement of all company processes.

To this end, the Company has decided to implement and maintain an active Quality Management System in accordance with the UNI EN ISO 9001:2015 standard, through which it monitors all business activities that have an impact on the quality of the services delivered.

2 Objectives and General Principles

The quality objectives are defined within the document outlining the scope and field of application, monitored during the Management Review, and updated based on the results produced by the System, with a view to continuous improvement.

The following are the objectives established by Elepro Projects S.r.l.:

- Promoting, sharing, and consolidating a culture of quality;
- Controlling business processes to achieve the highest possible levels of effectiveness and efficiency;
- Maintaining the certification of its Quality Management System in compliance with the UNI EN ISO 9001:2015 standard and ensuring its proper management;
- Seeking process optimization to maximize performance, with particular attention to:

- compliance with and improvement of the quality standards characterizing the services provided;
- detection and management of non-conformities;
- detection and management of corrective and preventive actions;
- Continuous improvement of the management system and internal processes, in terms of effectiveness, efficiency, and customer satisfaction.

Elepro Projects S.r.l. continues to promote the development of internal professional skills and recognizes that having competent and motivated human resources is essential for its line of business, where attention to detail and care in execution help ensure controlled processes.

The commitment of top management, and therefore the company's policy, confirms the importance of training and awareness initiatives related to the quality of services offered and the work environment. To this end, all employees have attended a training course on Privacy and Security Awareness and obtained the relevant certification.

Furthermore, Elepro Projects S.r.l. is committed to ensuring high standards of quality and security in its services and has initiated the ISO/IEC 27001:2022 certification process, with the goal of achieving certification by the end of the year. This strategic decision aims to strengthen customer trust, embed information security into the corporate culture, prevent cybersecurity risks, ensure operational continuity, align with international regulations (such as GDPR and IEC 62443), and enhance competitiveness in more demanding markets.

3 Communication of the Policy

This policy is a fundamental tool in pursuing the achievement of the defined objectives for all interested parties, and its observance must be a daily commitment by all company employees.

Accordingly, it is communicated to all employees and collaborators and is published on the company website for access by interested parties. The heads of each company function must ensure that the principles and objectives outlined in this policy are understood and implemented by all personnel of Elepro Projects S.r.l., including external collaborators, in the performance of their work activities.



Elepro Projects srl - Design of electrical installations and
Home and Building Automation systems.

ISO 9001 certified company.

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