

QUALITY POLICY

The OBJECTIVES that the Cooperativa La Sorgente intends to pursue are the following:

- 1) improve the quality of life of minors, young people, elderly people, families and people with disabilities or in situations of social hardship;
- 2) use qualified personnel who carry out their work with passion, commitment and professionalism in order to guarantee qualified services;
- 3) develop social networks through the diffusion of a culture of listening, discussion, involvement, diversity and a sense of community aimed at improving the level of social integration of citizens;
- 4) comply with the mandatory requirements in the field of safety in the workplace, food safety (HACCP) and security of the data processed (privacy), compliance with environmental regulations and the reference legislation for social cooperatives.
- 5) Provide an ever-increasing number of services in order to continuously guarantee work for its worker members.

The Source therefore COMMITS:

- 1) To improve the effectiveness and efficiency of its Quality System and its processes through the identification and elimination of Non-Conformities and the activation of improvement actions, both process and service;
- 2) Improve the training level of all employees;
- 3) Pursue local development through the continuous search for new clients and new services to manage;
- 4) Satisfy users and their families through correct management of the service and processes.
- 5) Careful selection and monitoring of all suppliers/professionals responsible for carrying out significant services for the quality of the final service.

04/14/2020

The President

Dr. Antonietta Spadoni
