

QUALITY POLICY

The Florence Institute is an international Italian design school offering a wide range of academic and master courses. Specializing in Graphic Design, Interior Furnishings and Architecture, the institute hosts students from all over Europe and the rest of the world.

The Florence Institute of Design International, an ISO 9001 certified school, identifies the adoption of a QUALITY MANAGEMENT SYSTEM, in accordance with ISO 9001, the system for pursuing a policy aimed at consolidating a positive relationship between the student and institute, focusing on the continuous improvement of the quality of services offered and the satisfaction of the recipients of their business.

The basic strategic line of the organization in terms of quality is divided into the following values:

- Continuous contact with the customer to understand their needs and help them achieve their primary goals;
- Continued attention to the evolution of the labor market, to technical evolution and to changes in the demand for the final consumer of services and products in the fields of design and architecture to adapt training objectives to external inputs;
- Attention continues to the regulatory developments in the architectural and design sectors to conform the training objectives to the binding requirements;
- Development of internal human resources, both for the enhancement of personal attitudes and for the growth of professional knowledge and skills, aimed at improving the efficiency of customer service;
- Continue to continuously improve the quality of its services by periodically analyzing the structure's compliance with quality policy;

In the year 2017, according to the goals set, the Florence Institute of Design International achieved the following results:

- He has maintained the EN ISO 9001 certification in the field of design and delivery of training services;
- Accreditation has been maintained at the Tuscan Region for the implementation of recognized and funded courses and positively overtaken on desk;
- The number of pupils was increased;
- Investments in new functional teaching materials have been made and in particular large investments have been made in real estate;
- A more than satisfactory level of turnover was achieved with a significant increase over the previous year;
- The forms of cooperation with foreign institutions for the provision of study courses for foreign students have been consolidated and Chester University has confirmed the validation of valid internal courses at the end of the qualification of Securities of English degree;
- He has promoted and contributed to the organization of international conferences, exhibitions and exhibitions;
- European funded educational services were provided.

The future goals of The Florence Institute of International Design include:

- Confirm the quality certification in accordance with the new ISO 9001/2015 standard;
- maintain accreditation at the Tuscany Region;
- evaluate the opportunity to participate in public invitations to tender in the field of training and conclude agreements with public and private bodies;
- increase the number of pupils by at least 5%;
- Maintaining, increasing and consolidating forms of collaboration with foreign university institutes;
- continue the work of promoting and conducting exhibitions, conferences and exhibitions in the field of design at national and international level.
- Establish collaborations with Italian and foreign companies to carry out training projects for companies.
- Increase marketing actions directed at the Italian market.

The methods used to implement an effective quality policy are the analysis, design, definition and verification of work processes in a lifelong improvement logic.

The Management empowers the Quality Manager to manage the Quality System so that, interacting with suppliers, internal staff, users and Certification Body can ensure that the Quality System is geared to meet the express and silent requirements of its users and to the continuous improvement .