

## 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 company, identifies the adoption of a QUALITY MANAGEMENT SYSTEM, compliant with the ISO 9001 standard, the instrument useful for pursuing a policy aimed at consolidating a positive relationship between the user and organization, placing at the center of their attention the continuous improvement of the quality of the services offered and the satisfaction of the recipients of their business.

The basic strategic line of the organization in terms of quality is based on the following values:

- Continuous contact with the customer to understand their needs and help them achieve their primary objectives;
- Continuous attention to the evolution of the labor market, to technical evolution and to changes in the demand of the final consumer for services and products in the design and architecture sectors to adapt the training objectives to external inputs;
- Continuous attention to the regulatory evolution of the architectural and design sector to bring the training objectives into line with the mandatory requirements;
- Development of internal human resources, both for the enhancement of personal aptitudes and for the growth of knowledge and professional skills, aimed at improving the efficiency of the customer service;
- Pursue the continuous improvement of the quality of its services, periodically analyzing the compliance of the structure with the quality policy;

In 2020, in accordance with the objectives set, The Florence Institute of Design International achieved the following results:

- It has maintained the EN ISO 9001 certification in the field of design and provision of training services;
- Accreditation with the Tuscany Region was maintained for the implementation of recognized and funded courses and the on-site verification was positively passed.
- A high number of students was maintained despite the negative impact of the restrictive measures on the exercise of the activity as a result of the epidemiological emergency;
- Investments have been made in new infrastructures functional to teaching and, in particular, investments have been made to create remote teaching systems to allow for the continuation of teaching activities in full compliance with the contagion containment measures;
- A more than satisfactory level of turnover has been achieved;
- The existing forms of collaboration with foreign institutes have been consolidated for the provision of study courses in favor of deserving students of foreign university institutes and the validation of valid internal courses for the purpose of obtaining qualifications has been confirmed by Chester University English degrees
- Promoted and contributed to the organization of conferences, shows and exhibitions in the field of design of international importance;
- Educational services financed by foreign scholarships were provided.

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

- Confirm the quality certification according to the new ISO 9001/2015 standard;
- maintain accreditation with the Tuscany Region;
- Carry out funded or recognized courses:
- evaluate the opportunity to participate in public tenders in the field of training and create agreements with public and private bodies;
- Maintain a high number of students:
- Maintain, increase and consolidate forms of collaboration with foreign universities;
- continue to promote and organize 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 aimed at companies.
- Increase marketing actions aimed at the Italian market

The methods adopted to implement an effective quality policy are the analysis, design, definition and verification of work processes in a logic of permanent improvement. The Management delegates the Quality Manager to the management of the Quality System, so that, interacting with suppliers, internal staff, users and Certification Body can guarantee that the Quality System is oriented to satisfy the expressed and tacit requirements of its users and to continuous improvement .

Firenze, 02.01.2021

**La Direzione**