

## 1 COMPANY POLICY

Quality, in AIM Consulting SA, has to exist in every scope. For this reason, we have decided to obtain ISO 9001 certification from an external authority able to guarantee that every business flow reflects current regulations.

AIM (english, substantive)	a result that your plans or actions are intended to achieve.
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*“The main objective is to provide a service to build solid and efficient bases on which a company can develop its business”.*

Solid and efficient bases are built only by providing a high-quality service, towards which AIM Consulting SA produces maximum efforts.

to AIM (english, verb)	Putting something or someone in the direction of a predetermined goal.
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*“AIM Consulting SA offers its consulting services to design, implement and upgrade information systems, based on Microsoft platforms and related network services.”*

High-quality services are guaranteed by the continuous commitment of AIM Consulting SA in the following aspects:

- Professional trainings of its consultants
- Research and study of new technologies
- Maximum availability and flexibility
- Definition and promotion of the Company Policy
- Satisfaction of customer expectations
- Business management based on MBO (Management by objective)
- Research and maintenance of partnership with renowned area manufacturers.
- Respect of current regulations

The continuous research and control of instruments or indicators for the collection and evaluation of qualitative and quantitative company information, allow AIM Consulting SA to grow in the direction of a greater quality in its services. Quality is destined to the customers and to their satisfaction.

So, to recap, we can definitely say that the power of AIM Consulting SA are its collaborators who have to bring the image of the company to the outside world by transmitting concepts that are basic for us such as quality, attention to the customer, dynamism and flexibility that distinguishes us.

Therefore, for information purposes, every employee newly hired by our company receives an electronic copy of all documentation that reflects our way of thinking and acting. The employee is expected to understand all concepts and to offer his or her services according to these rules.