

# Quality Policies

Livorno, 1st April 2024

FlySight Srl was founded in 2020 as a business unit of Flyby srl, founded in 2001, for software design and development activities, based on customer specifications, in the space and defense sectors.

The software design is created in close collaboration with the customer to ensure that the final product integrates all the required features. The quality of our SW products has always been a strong point in the relationship with our customers.

Our main mission is to

- be a reliable, innovative and competent partner for the customer in providing software solutions suited to their specific needs.
- Ensure flexibility and dynamism for clients in designing and developing requested software solutions.
- guarantee swift responses to customer requirements, where possible, with proven modular software solutions, and provide effective technical support for the product in a timely manner.

To do this, FlySight Srl considers it a priority to pay maximum attention to understanding customer needs and motivating human resources to grow their knowledge and competence to create value.

FlySight Srl believes in quality as the main element of the effectiveness and efficiency of the organization and for this reason the Management has adopted a Quality Management System compliant with ISO 9001:2015 and UNI EN 9100:2018. This commitment is made possible by the mentality and attitude already shared by all the staff of wanting to pursue the task assigned to them with passion, determination and attention to detail, with the main aim of satisfying the customer's needs, with the belief that this is an essential requirement to establish itself on the market.

## **BUSINESS OBJECTIVES AND STRATEGIES**

In this context, we set the following objectives:

- **Satisfy the customer in terms of:**
  - Ability to understand and respond to their needs and anticipate the evolution of technologies and the market by consistently proposing innovative solutions in the aerospace and defence sectors.

- Establishing ourselves as an authoritative reference for software development for data analysis.
  - Professionalism.
  - Reliability during development, delivery, and product usage.
  - Reliability of tools used for communications and data/information transmission.
  - Flexibility and dynamism in responding to customer demands.
  - Effectiveness and speed in resolving any issues during software development and usage.
  - Compliance with contractual terms (software quality and timelines).
  - Confidentiality, ethics, and professional practices in software development.
- **Build lasting relationships with the customer.**
  - **Strengthen our position in the market in terms of:**
    - Increasing turnover.
    - Acquiring new clients in Italy and abroad.
    - Growing our presence in Italian and European territories.
  - **Be competitive.**
  - **Have an effective and efficient organization in terms of:**
    - Adequacy of human resources.
    - Suitability of tools (methodologies and computer tools) used for project management.
    - Optimization of available resources.
    - Management of information and data.
    - Maintaining a balance between costs and revenues
  - **Creating and maintaining a company culture focused on knowledge and an environment that fosters learning, in terms of:**
    - Using appropriate communication tools and sharing information and data.
    - Adopting Project Management methodology for project management.
    - Promoting a Risk-Based Thinking approach in carrying out activities.
  - **Meeting the work-related and cultural needs of employees in terms of:**
    - Establishing a climate of trust and collaboration in carrying out their work.

- Ensuring proper and full knowledge and awareness of their responsibilities and correct operational methods through planning and implementing adequate effectiveness verification methods for information/training activities carried out.
  - Appropriate work methodologies in terms of safety and organization.
  - Valuing their professional skills and experiences.
  - Adequate compensation.
- **Maintaining the company's prestige in terms of:**
- Upholding the high esteem granted by customers.
  - Valuing the company's history.
  - Nurturing relationships with stakeholders by paying attention to their needs.
  - Attention towards our partners to ensure they are at the core of business development.
- **Being attentive to compliance with current regulations in terms of:**
- Identification, incorporation, application of current regulations, applicable legal requirements, and industry regulations, monitoring and periodic updates regarding their evolution, and verification of their correct operational application.

This document officially formalizes the company's Quality Policy. It does not define specific objectives to achieve but rather provides basic guidelines for establishing and reviewing the objectives themselves.

This Policy has been established by the Management in accordance with the needs and possibilities of the company. It is internally presented at the headquarters of FLYSIGHT Srl and communicated and explained to all company personnel. During "Management Reviews", it is re-evaluated to ensure its adequacy.

The Management  
Andrea Masini, FlySight Chief Executive Officer