

This document describes the Quality management system implemented by TAI s.r.l. - Think About It.

The application field of our quality Management system is extended to what results from the analysis of the context, and it is described below.

TAI s.r.l. - Think About It was established in May 13th 2013, thanks to the idea of the current owner Filippo Barbetta and a further shareholder with a 40% stake.

In 2014, a process of introducing new staff resources was launched to support the owner in the main activities, even if in 2017 only the owner remained in the company for a short period; however, thanks to the customer satisfaction, the base has expanded, and this has led to additional workforce recruitment in 2019, which is still employed.

Right from the very beginning, the company has provided services for international business development, business administration and inspections, specifically:

- International Business Development: TAI provides a full range of international services thanks to its global network operating worldwide and focused on strategic goals and business development. Our range of solution include market scan and analysis, partner research and selection, customs consultancy, digital marketing in foreign countries, management of import/export procedures compliant with local regulations. Besides, TAI is a certified Temporary Export manager company for international activities.
- Business reorganization: TAI is a trusted partner, providing a full range of services for business management and supporting companies to work efficiently and to be competitive on the market. We work alongside businesses to collaborate on growth and rethink how work gets done. Specifically TAI provides analysis of business processes (mapping of current procedures in order to design upgrade solutions), business model analysis and business process reengineering (lean manufacturing and lean management) aiming to boost efficiency and productivity;
- Euro-projects: TAI constantly monitors financial opportunities from European institutions. This activity includes grants and fundings research, assistance at all stages during the project, and international partners research and selection (for tender application).
- Business management: strategic and operational business management activity in support of business executives or business owners.
- Training: TAI supports companies and institutions through training services. It is specialized in skills assessment and micro-training for staff development, improving workplace culture and technical expertise.

The company has an office in the province of Padua, as most of the customers are located in the North side of Italy, but occasionally it may happen to start projects also in other geographical areas (Italy and abroad); the main operational office is located in Recanati, while the registered office is located in Padua, at the accountant's office.

The inspection activities generally concern the Triveneto, Emilia Romagna, Marche, Umbria and Abruzzo regions.

In 2017, TAI company has been certified by governmental institutions as a Temporary Export Manager company for internationalization projects.

Over the years TAI srl has created an international network consisting in qualified business partners.

Starting from the end of 2020, the company has launched a project for the implementation and certification of a quality system according to the ISO 9001:2015 standard.

The **purpose** of the management system is therefore defined as follows: "Planning and provision of services of business training and consultancy in the field of internationalization, management and reorganization".

By implementing the current quality management system, the company pursues the following **goals**:


- ✓ To guarantee and monitor customer satisfaction, possibly updating its process management procedures based on new needs or potential customer needs;
- ✓ To constantly improve the Quality Management System, by setting measurable goals and by checking progresses on a regular basis;
- ✓ To comply with the applicable requirements, with particular reference to those concerning company activities;

- ✓ To keep the quality of the service under control through regular process assessments;
- ✓ To plan the design and the provision of services, with periodic checks;
- ✓ To increase competitiveness and performances on the market;
- ✓ To improve training and internationally communications for staff employed;
- ✓ To promote growth and engagement of human resources, to make them conscious of responsibilities and potential consequences for not meeting applicable requirements, encouraging participation in strategic choices;
- ✓ To gain more influence over suppliers and infrastructures;
- ✓ To manage effectively all non-compliant situations, including customer claims which should be considered as further opportunities for improvements rather than issues;
- ✓ To properly assess risks and opportunities, as well as the internal and external factors that may influence performance.

This policy relates to all levels of the organization, as well as to all relevant stakeholders.

Recanati, 03/04/2023

TAI s.r.l. – Think About It  
The General Management



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