	<b>QUALITY MANAGEMENT SYSTEM</b> POLICY		Policy code:
			<b>PO-QUA-01</b>
<b>Policy title:</b> <b>QUALITY POLICY</b>			
Version nr : 01	Revision nr: 00	Revision Date : 4/03/2020	Pagina: 1 / 4

The European University Institute (EUI) is a postgraduate and post-doctoral research institute in the field of social sciences, established by a Convention dated 19 April 1972, (Law no. 920 of 23/12/1972 published in the Official Journal no. 19 of 23/01/1973) ratified by the Member States of the European Community to provide advanced academic training to PhD researchers and to promote research at the highest levels. The Convention setting up the EUI includes the “Protocol on the Privileges and Immunities of the EUI”. The EUI Community numbers about 1.300 members. Researchers, academic and administrative staff are for the most part – though not exclusively – citizens of Member States. The EUI's headquarters are at the Badia Fiesolana, Via dei Roccettini 9, in San Domenico di Fiesole (near Florence, Italy). For more information, please see the EUI's official website at [www.eui.eu](http://www.eui.eu).

In order to guarantee a service oriented to the ultimate satisfaction of Users, Researchers, Institution and, more generally, all interested parties, the Real Estate and Facilities Service (REFS) and the Historical Archives of the European Union (HAEU) have implemented an UNI EN ISO 8991:2015 system and define as reference principles for their Quality Policy:

#### Attention focused on Users, Researchers, Institution and all other interested parties

The REFS and the HAEU commit to understanding the needs of Users, Researchers and Institution and plan their own activities to fully satisfy them. In the same way they operate in respect of the requests and requirements of:

- The Organization as a whole;
- The area in which it operates in respect of all rules and regulations to comply with;
- All interested parties involved in recognised critical processes.

#### Process Approach


The REFS and the HAEU identify the various activities of their own organization as processes to plan, check and improve continuously and activate, to the best of their ability, all resources for their fulfilment.

They manage their own process to create univocity on

- Objectives to pursue and expected results;
- Related responsibilities and resources deployed.

#### Leadership

The REFS and the HAEU take responsibility for the effectiveness of their own QMS (Quality Management System), making all necessary resources available and ensuring that planned objectives are compatible with

	<b>QUALITY MANAGEMENT SYSTEM</b> POLICY	Policy code:
		<b>PO-QUA-01</b>
<b>Policy title:</b>  <p style="text-align: center;"><b>QUALITY POLICY</b></p>		
Version nr : 01	Revision nr: 00	Revision Date : 4/03/2020
		Pagina: 2 / 4

the context and the strategic objectives. Both services communicate the importance of the QMS and actively involve all internal interested parties, coordinating and supporting them.

### Risk and Opportunity Assessment

The REF and the HAEU plan their own processes through a risk-based thinking (RBT) approach, in order to implement the most suitable actions to:

- Assess and treat risks related to processes;
- Take advantage of and enhance recognised opportunities.

Both services promote at all levels an adequate sense of proactivity in the management of their own risks.

### Staff and interested parties' involvement

The HAEU and the REFS are aware that the involvement of their staff and relevant interested parties, whenever and wherever entailed by the analysis of single processes, along with the active participation of all internal and external collaborators, are a primary strategic element.

They therefore promote the development of in-house professionalism and the careful selection of external collaborations in order to have competent and motivated human resources.

All potential interested parties for REFS and HAEU are identified through a systematic monitoring of the reference context, and are listed below:

- Secretary general
- President
- European Commission
- High council (delegates of the member states)
- Departments
- Academic Units
- Staff members
- Visitors
- Suppliers and outsourced staff
- External Consultants
- Conference attendees / guests / training participants
- External auditors (dependent from High Council)
- Italian State Authorities (Questura, Prefettura, VVFF, Local Governing bodies)

	<b>QUALITY MANAGEMENT SYSTEM</b> POLICY	Policy code:
		<b>PO-QUA-01</b>
<b>Policy title:</b>  <p style="text-align: center;"><b>QUALITY POLICY</b></p>		
Version nr : 01	Revision nr: 00	Revision Date : 4/03/2020
		Pagina: 3 / 4

This commitment, of high priority, is expressed mainly by the will to engage responsibly all staff members, enhancing competence and awareness on the necessity to guarantee actions aimed at achieving the utmost attention towards the pursuit of continual improvement of REFS and HAEU's performances.

The Management of both services commits then to play an active role in promoting and guiding all activities having a positive influence on the impact that EUI can generate in the competitive environment surrounding it, through the dissemination at all levels of improvement objectives-

The objectives are consistent with the analysis of the context carried out by the organization to identify the interested parties, the needs and expectations associated with them and the risks that insist on concerned services (threats to be faced and opportunities to be seized).

The following objectives and commitments are set annually and disseminated to the responsible personnel, through the sharing of specific statements containing objectives, process indicators, risk monitoring and an improvement plan, circulated through the Management Review at specific meetings and periodically reviewed , aimed at achieving:

1. the full satisfaction of Users, Researchers and Institution and, in general, of all interested parties;
2. the availability of resources;
3. the continuous improvement of processes and the service;
4. the full satisfaction and continuous professional development of all staff;
5. The improvement of the organization's efficiency;
6. the correct management of financial resources
7. the compliance with equal opportunity policies

Other indicators may be defined from time to time in the course of the Management Review. The Management redefines and assigns the objectives during the Review of the Quality System. On this occasion, it disseminates them to the entire service.

The Management is committed to achieving these objectives, ensuring that every human resource is aware and tends to pursue them.

	<b>QUALITY MANAGEMENT SYSTEM</b> POLICY		Policy code:
			<b>PO-QUA-01</b>
<b>Policy title:</b> <b>QUALITY POLICY</b>			
Version nr : 01	Revision nr: 00	Revision Date : 4/03/2020	Pagina: <b>4 / 4</b>

The Quality Policy (examined, confirmed or updated as part of the Management Review) is implemented daily by all staff and under the constant attention and supervision of the Management.

Date 4/03/2020

The REFS Management \_\_\_\_\_ signed \_\_\_\_\_

(K. España – Director of the Real Estate and Facilities Service)

The HAEU Management \_\_\_\_\_ signed \_\_\_\_\_

(D. Schenkler – Director of the Historical Archives of the European Union)