



01SEC is ISO 9001 Certified: quality, structured processes and continuous improvement at the core of our services

01SEC holds **ISO 9001 certification**, the leading international standard for **Quality Management Systems**, demonstrating its commitment to delivering **reliable services, structured processes, and a constant focus on customer satisfaction**.

ISO 9001 certification confirms that 01SEC has adopted a **Quality Management System (QMS)** compliant with the standard's requirements, based on principles of **effectiveness, process control, continuous improvement, attention to stakeholder needs, and value orientation for the end customer**.

01SEC's Quality Management System is designed to ensure that all company activities are planned, executed, monitored, and improved in a consistent and measurable manner.

In particular, the company operates according to:

- clearly defined and documented processes;
- transparent assignment of roles and responsibilities;
- performance indicators for monitoring service effectiveness;
- a structured approach to risk and opportunity management.

This ensures **consistency, repeatability, and quality** in the services delivered.

Focus on customer satisfaction

Customer satisfaction is a central element of 01SEC's QMS.

The organization systematically monitors:

- customer needs and expectations;
- the perceived quality level of services;





- reports, complaints, or opportunities for improvement.

The information collected is used to:

- improve internal processes;
- strengthen relationships of trust with clients;
- ensure services increasingly aligned with real market needs.

Continuous improvement and quality control

ISO 9001 certification supports a **continuous improvement** approach based on:

- periodic performance analysis;
- internal audits;
- management reviews;
- corrective and preventive actions.

This model enables 01SEC to continuously improve the effectiveness of its management system and maintain high quality standards over time.

A concrete commitment to excellence

For 01SEC, ISO 9001 certification is not merely a formal recognition, but a tangible **commitment to operational excellence**, professionalism, and reliability.

Our clients can rely on:

- structured and controlled processes;
- services delivered according to verified quality criteria;
- a partner focused on transparency, efficiency, and continuous improvement.

