

Our Quality Policy

TerrAria s.r.l. has set customer and stakeholder satisfaction as its strategic objective, to be achieved through the continuous improvement of all business processes, developing and applying the quality programme and objectives set out in our Business Management System.

We are committed to:

- Satisfying every explicit and implicit customer requirement with the maximum availability and flexibility in compliance with contractual requirements through careful analysis of these requirements during the offer phase and at the start and end of the work, and through maximum compliance with contractual requirements.
- Aiming for continuous improvement of the service provided to the customer through appropriate training and education of employees and through the correct selection of suppliers who are as qualified as possible for the products they supply.
- Managing each job with the most autonomy possible, through careful planning and control of activities with a view to reducing risks
- Continuously compare ourselves with customer expectations in an agile development approach
- Operate in a climate of collaboration with the customer and all interested parties
- Involve employees in the development of quality and continuous improvement, generating satisfaction both internally and externally

What sets us apart:

- Many years of experience in the IT field have allowed us to acquire considerable technical skills in the sector, offering professionalism and expertise in the development of enterprise solutions, preferably open source, that provide services and processing from databases (Oracle, MySQL, PostgreSQL...) using BI (Business Intelligence) techniques on WebGIS (Esri, GoogleMap, GeoServer, MapServer, OpenStreetMap...).
- Years of experience in the energy and environmental sector, also certified by numerous scientific publications in the environmental and epidemiological fields, have enabled us to become one of the national market leaders in atmospheric pollution modelling, air quality planning and energy planning.
- The availability of highly qualified human resources with low turnover and the continuous search for optimisation of work tools and technical skills of staff.
- The synergy between software development capabilities and energy-environmental consulting allows us to design, develop and maintain software applications in these areas to mitigate and compensate for pollution and optimise the rational and efficient use of energy resources.
- A strong propensity for innovation and the ability to manage research and development projects: TerrAria is a subcontractor, partner and leader of numerous European (ESA, COPERNICUS, UIA, LIFE, Interreg, etc.) and regional projects in the fields of SMART CITIES, energy efficiency, civil protection and air pollution.
- The high level of customer satisfaction that has enabled us to retain their loyalty for years.

Our ultimate goal is to maximise **CUSTOMER AND STAKEHOLDER SATISFACTION**, which we can only achieve through **the collaboration of all our staff**: responding more and more effectively to customer needs and requests by continuously improving our services.

The Management is committed to **assessing and determining on an annual basis** the development goals and objectives, risks and opportunities that emerge from the business context by drawing up a Quality planning document.

It is therefore our firm intention to **maintain certification in accordance with the UNI EN ISO 9001:2015 standard through a continuous improvement process.**

The management