QUALITY SYSTEM AVSI

Quality Policy
In the current scenario of development cooperation, characterized by strong competition and increasingly limited funds dedicated by the major international donors, the Quality Management System has meant, and still means for AVSI, an important tool for work and awareness for all employees and collaborators, and in particular for the human resources involved in the design process.

The Quality System does not concern all of AVSI's activity but only the design process at the Milan office.

The Quality certification certifies that the project document, prepared by AVSI, has been drawn up according to criteria meeting the quality standards, but it will not go into the details of the implementation of interventions, whose outcome depends on other factors.

The AVSI Quality Policy therefore tends to improve the strategies and quality levels related to the design and will focus on the following general lines:

- maintain the Quality Management System compliant with the UNI EN ISO 9001: 2015 standard, to drive continuous improvement and risk analysis;
- maintain leadership in the sector by ensuring full satisfaction of the Donor through monitoring, analysis and adaptation to the needs and expectations of the Donor and the ability to react to any unusual situations;
- improve the design process through the analysis, assessment and resolution of the causes of non-compliance of any kind, (internal and external) to the design process;
- raise internal and external awareness about the importance of introducing new internal procedures and greater clarity in the roles and responsibilities of each person at each level and for each department.

The established quality level can only be achieved with the involvement, commitment, training and accountability of each person involved in the design process. The adoption of this Quality Policy is necessary not only in order to better meet the ever-changing needs of donors, but above all to be able to carry out projects that better respond to the needs of the populations in developing countries (PVS).

Actually, AVSI works for a world in which the person, aware of his/her value and dignity, is the protagonist of a personal integral development, which involves the community he/she belongs to, even in situations of crisis and emergency.

According to its mission, AVSI proposes cooperation projects in the various sectors with a preference for education intended as an accompaniment of the person to discover himself/herself and to recognize the other as good.
Each project is therefore conceived as a tool to promote such awareness in all the actors involved, it has a need for communication and sharing, and it has an impact capable of generating positive change.

To realize the projects AVSI operates according to these methodological criteria, based on 5 points, the result of the experience of over 40 years of history:

- start from the value of the person, never defined by the circumstances in which he/she lives
- consider the person always in his/her family and community context
- do with: accompany and be accompanied, recognizing that we all share the same human experience
- involve stakeholders: encourage the participation of all, beneficiaries, operators, partners, donors, private sector
- learn from experience and capitalize on lessons learned.

The consolidation and the deepening of these points of method in the realization and planning of the cooperation interventions, has brought out more and more in these last years the need to KNOW, AWARENESS, SHARE and COMMUNICATE the experiences and the method of AVSI from part of all staff and in particular to all those involved in the design process, with a view to capitalizing the interventions.

The AVSI Quality Management System is based on a corporate risk assessment approach that allows the organization to determine the factors that could generate deviations of the processes with respect to the ISO 9001: 2015 standard and to put in place preventive controls to minimize the negative effects and to seize the opportunities in the best possible way and to enhance the role of the people involved.

The consideration that the human element is a decisive factor for the success of the projects is therefore also reflected in the choices concerning the training, growth and enhancement of human resources within AVSI.

Only through a growth of what is defined as the "Human Capital" in the broader sense of the subjects involved at different levels in the work of the Foundation, will it be possible to reach the objectives that the Foundation itself aims at.

AVSI ensures and promotes cooperation with the competent public authorities and also ensures that its activities are carried out in strict compliance with the current legislation on development cooperation and current environmental and health and safety standards for workers.

On 30/04/2013, the AVSI Board of Directors approved the Code of Ethics as an official document of the AVSI Foundation which collects the principles and behavioral rules to which all those who
operate or, in any case, maintain relationships with the Foundation, as for example partners, donors, beneficiaries. The purpose of the Code is to declare and disseminate the values and behavioral rules to which the Foundation intends to make constant reference in the exercise of its activity.

This quality policy document has been disseminated at all levels of the organization through exposure to the premises and publication on the company website in order to ensure its comprehension by all employees, collaborators and all third parties interested in various ways in the AVSI design process.

Milan, 10 January 2018

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