



## Quality Policy and Objectives

Apphia is an engineering company specialized in the research and development of innovative solutions for complex systems applicable to various sectors (aerospace, naval, water networks, aquaculture, precision agriculture, logistics, ...). The company was founded with the aim of responding promptly to customer needs by providing both turnkey projects and specialized consulting, methodological and managerial directly where they are needed and for the time necessary.

Founded in March 2011 as a spin-off and operational headquarter in Lecce, it involves people and skills developed in the University of Salento and is the natural evolution of previous collaboration activities with large industrial realities. From March 2019 it is enrolled in the Special Section of Innovative SMEs.

The company organization chart envisages the presence of a Sole Director at the head of the company management. Assisted by the personnel working in the Quality area and by the IT Staff, he manages, also from a technical point of view, the resources related to the different areas of interest of the company activities.

Apphia is composed of several Operating Units, each of them operating in a well-defined sector. The different Units are: Control Systems and Automation, Research and Development, Engineering Analysis, Administration and Finance Unit.

Apphia deals with:

- Research, development and commercialization of engineering solutions for automation;
- RAMS analysis on systems (RAMS plans, FMEA-FMECA of product/process, risk and functional safety analysis, maintainability analysis and preventive/predictive/corrective maintenance, ...);
- Mapping and process improvement as is, business process redesign through Business Process Modeling (BPM) and Business Process Analysis (BPA) tools;

As far as Automation products are concerned, Apphia designs and develops ICT (Information Communication Technology) software systems for monitoring and controlling data and states of complex processes and systems. The application field of these systems ranges from the aeronautical, naval, railway, energy and industrial sectors.

Through the custom development of software solutions for Supervisory Control and Data Acquisition (SCADA), Human - Machine Interface (HMI) and traceability, complex systems are monitored by means of signal acquisition from the field, storage in databases, data analysis and comparison with theoretical models of the systems themselves. In case of failure, thanks to the creation of knowledge-intensive systems for decision support, Apphia solutions provide indications on the best practices for solving the problem or performing control reconfigurations.

Apphia also deals with the design and implementation of systems for estimation, management and simulation of the stability of vessels as well as modeling complex systems in order to perform simulations of operation, optimize the design, create virtual trainers for operators. Moreover, SCADA solutions can be integrated with systems specifically designed and built for the localization of people, objects, vehicles in structured environments.



The company, through continuous and profitable activities in the field of Research, is able to offer to its customers innovative services and solutions with a high degree of customization. Its staff is author of more than 40 scientific publications in engineering journals of various fields and in proceedings of international conferences.

On the RAMS analysis side, Apphia performs Reliability, Availability, Maintainability, Safety analysis on mechanical, electronic and software components, offering consulting and support services in order to optimize maintenance procedures, minimize technical intervention costs and ensure performance continuity during the entire product life cycle.

The services meet the Customer's needs for the development of analyses to evaluate the reliability, availability, maintainability and safety of products, processes, industrial systems and infrastructures.

As part of the activities of mapping and improvement of processes as is and redesign of business processes, Apphia offers support to the Customer for the definition, optimization, monitoring and integration of the same, in order to create a process oriented to make the company's business effective and efficient.

The expertise in project and program management, business intelligence and business analysis allow the company to assist clients both in the definition and execution of projects and in the introduction of solutions for product and process innovation. Apphia also conducts specialized training courses in the areas of competence of the company and provides services for the development of models for the optimization of the energy portfolio of complex systems of users, models for the management of electricity and heat generation from traditional and renewable sources, energy auditing models.

The strong point of the company is the people who make it up and animate it on a daily basis. Thanks to their passion, high skills and abilities, dedication and loyalty, everyone feels part of a group capable of identifying and developing appropriate solutions to the Customer's problems quickly.

Apphia vision is to be a long-term, competent, dynamic and reliable partner for the identification and development of innovative solutions for complex systems. Its mission is to build a center of excellence in its areas of activity that represents a resource for the territory and that can provide the widest employment opportunities for the latter.

Apphia, through the application of the International Standard UNI EN ISO 9100:2009, and subsequently the International Standard AS/EN 9100:2016, aims to promote continuous improvement in the quality of products and services provided and make transparent the operating methods of the organization, adopting an organizational model based on the application of methodologies and the use of methods for processes, interconnected, and a plan of objectives extended to the business process.

The commitments that Apphia wants to pursue and that represent the reference for the definition of the company's Quality objectives are:

- ensure that the company's activities are focused on the Client's requirements, and that these requirements are identified, defined and understood by the entire organization, whether they are explicit or expected;
- Define and review the quality policy and objectives, keeping them up to date;
- Promote the quality policy and objectives throughout the organization, so that the organization is aware of them and is motivated and involved in the implementation of the QMS;
- create the organizational conditions and provide the necessary resources so that the Client's requirements are met in compliance with the Quality Policy and Objectives;



- verify that the QMS is implemented at its best, by monitoring and reviewing it;
- adopt the most appropriate decisions on Quality Policy and Objectives and on the improvement of the QMS.

In order to guarantee the full and correct application of and compliance with the documents of the Quality Management System, Apphia's Sole Director appoints a Quality Manager who, by means of internal audits and using the most appropriate performance indicators, identifies, proposes and develops corrective or preventive actions aimed at constantly measuring the results achieved and planning continuous improvement paths.

The Sole Director, together with the entire Leadership, ensures that this policy is known, applied, disseminated and maintained at all levels and in all areas of activity.

All the declared commitments concern every company function and require the collaboration of all personnel, customers and interested parties through actions, proposals and suggestions.

Consistently with what is expressed in the "Quality Policy and Objectives" and in order to improve its performance in terms of Quality, Apphia sets defined, measurable and monitorable objectives through which to verify the effectiveness of the improvement measures implemented.

These objectives can be summarized as follows:

- to constantly improve the levels of quality achieved by developing, maintaining and updating the Quality Management System through the involvement of personnel and managers at various levels
- to achieve full customer satisfaction through the supply of products and the provision of services in accordance with quality and time requirements;
- Systematically monitor the degree of customer satisfaction;
- prevent and manage any non-conformities;
- Comply with the regulations, laws and national and community rules in force.

The following parameters are monitored in order to assess the achievement of the set objectives

- estimation of non-compliance found;
- performance indicators;
- evaluation of customer satisfaction questionnaires.

Apphia undertakes to disseminate the objectives described in all areas of the organization and to monitor and update them annually.

Apphia firmly believes that working in Quality and Safety is an essential element in guaranteeing and promoting the satisfaction and wellness of the worker, the client and the parties involved, particularly in view of the COVID-19 emergency, for which ad hoc protocols have been adopted aimed to organizing work in safety for all parties involved.

In this context, Apphia pays particular attention to what happens within the political, social, economic and environmental context at a global level, taking into account any risks and / or opportunities at the company level. Considering the war currently underway in Ukraine, Apphia has taken into account any repercussions arising from the conflict, carefully evaluating whether these could generate a direct impact on the activities or an indirect impact on Customers and Suppliers and adopting, where necessary, risk mitigation actions.

The purpose of all the measures identified by the Management System is to prevent, detect, mitigate, correct and counter the threats that may affect all resources that may have a direct and indirect impact on the correct provision of services and product creation.

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