

Quality Policy



Objectives

The core business of the Ascendi Group companies focuses on rendering Operation & Maintenance and Toll Collection services in road infrastructures.

With a view to accomplishing its strategic vision to be the reference for quality and efficiency in the development and management of road mobility infrastructures, Ascendi's Executive Committee has established a Quality Policy with the primary goals of securing the continuous improvement of its activities and meeting stakeholder expectations.

Guidelines

To ensure that these goals are achieved, Ascendi has made the following commitments:

- Enhance the culture of quality in all its activities and improve the existing monitoring mechanisms;
- Promote the active engagement of the employees in the processes of continuous improvement;
- Encourage the development of individual skills, fostering the acquisition of knowledge and sharing of experience;
- Maintain good relations with suppliers and partners, promoting and assessing the quality of the services rendered in a systematic and constructive way, thus contributing to strengthen mutual trust;
- Render the services in a manner consistently compliant with the legal and/or contractually established levels, and meeting stakeholder needs and expectations;
- Promote a process approach, with interrelated activities, with regular assessment of the efficiency and efficacy of these processes;
- Measure customer satisfaction level, always seeking to meet their expectations;
- Process stakeholder enquiries, remarks and complaints in a timely and appropriate form;
- Adopt best practice in management, incorporating the lessons learnt in the Organisation and applying the internationally recognised quality management principles;
- Identify and develop innovative solutions in processes or technologies, aimed at improving their efficiency levels.

The accomplishment of these commitments is based on the application of the Management System's requirements, benchmarked against ISO 9001, and it's a collective responsibility of the Organisation and a individual responsibility of each employee.