CREMASCHI ASSOCIATI
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Via Massimo D'Azeglio, 22 - 12100 CUNEO

Quality Policy
CREMASCHI ASSOCIATI

1. Vision and Strategic Direction

Cremaschi Associati recognizes the Quality Management System (QMS) as a fundamental framework for governing processes and driving continuous improvement. Our ultimate goal is to enhance the reliability of our professional services and ensure maximum client satisfaction.

Top Management steers the Practice towards sustainable, high-quality growth, reinforcing our position as a technical and professional benchmark in building design and related engineering fields.

The Creative Director shapes the Studio's vision and unique architectural language.

The Technical Director oversees technical validation, ensuring regulatory compliance and the practical feasibility of projects.

2. Guiding Principles

The Practice's operations are rooted in the following core principles:

- Professional Integrity: meeting client expectations and fulfilling commitments;
- Reliability: ensuring the highest standards of dependability in both our designs and operational workflows;
- Compliance: adhering to contractual, statutory, and regulatory requirements;
- Risk Management: proactively factoring uncertainty into strategic objectives and daily processes.

Management Commitments

Top Management is fully committed to:

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- ensuring the Quality Policy remains aligned with the Practice's strategic direction and operational context;
- delivering services that consistently meet contractual, regulatory, and technical specifications;
- promoting design excellence, seamless interdisciplinary coordination, and the standardization of CAD/BIM workflows;
- carefully planning and tracking project schedules, budgets, and overall profitability;
- identifying and managing both risks and opportunities that could impact the quality and smooth delivery of projects;
- providing strong support for construction supervision and the effective resolution of on-site issues;
- strictly enforcing health and safety protocols throughout the design and construction execution phases (Design and Execution Safety Coordination);
- nurturing talent, providing ongoing staff training, and fostering a deep-rooted culture of quality;
- tracking performance metrics, and actively analyzing client feedback, compliance levels, and complaints to drive improvements;
- continuously enhancing the efficiency and effectiveness of the QMS and our internal operations;
- maintaining rigorous document management, traceability, and oversight of external suppliers;
- strategically managing public tender submissions and nurturing long-term client relationships.

3. Setting the Framework for Quality Objectives

This Policy serves as the foundation for establishing and reviewing our quality objectives. The goals are set annually in line with our strategic vision and translate into measurable targets focused on:

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- on-time delivery and adherence to project milestones;
- accuracy of documentation and compliance with CAD/BIM protocols;
- improving customer satisfaction;
- minimizing nonconformities and resolving complaints through effective corrective actions;
- proactive risk and opportunity management;
- ensuring project profitability;
- maximizing operational efficiency;
- continuous professional development and technical training.

These objectives and the related Key Performance Indicators (KPIs) are defined by Top Management, with the support of Project Managers (PM) and the Quality Manager (QM). They are regularly monitored and thoroughly evaluated during the Management Review.

4. Communication and Resources

Top Management guarantees that this Quality Policy is:

- maintained as official documented information;
- effectively communicated, fully understood, and actively applied throughout the Practice;
- made readily available to all relevant stakeholders.

Furthermore, Top Management is committed to providing all necessary resources—including staff, tools, software, and training—to successfully achieve these goals.

Cuneo, June 14, 2026

Top Management – Cremaschi Associati

Arch. Guido Cremaschi – Managing Director