

The Pegaso 2000 Management intends to follow its Quality Policy, by implementing organisational solutions and operational measures in order to increase customer satisfaction. It guarantees that the customer's needs and expectations and those of other parties involved are understood, identified and converted into requisites, which can be completely fulfilled.

For this purpose, Pegaso 2000 has:

- identified the roles and responsibilities of the corporate organisational units and given the supervisors the necessary authority to carry out the tasks assigned,
- identified a Quality Management System using consistent processes,
- assigned measurable objectives via preset criteria to assess the efficacy of the processes.
- involved its resources in its development,
- conducted regular reviews aiming to assess the efficiency and efficacy of its Quality System in order

to continually improve and constantly focus on the clientele.

Pegaso was awarded the ISO 9001 certification in 2008.

In 2017, our Quality Management System was updated to the new edition of the standard (ISO 9001:2015). This documental transition, carried out in collaboration with a consultancy company specialising in Quality, the Environment and Safety, has allowed us to simplify and optimise procedure documentation. This physical and "cultural" change has generated simplified phases of software design and development.

Accurate internal audits are supported by external collaborators and involve all the structures in the organisation to raise personnel awareness of the problems of Quality and to verify the process of constant company improvement.

## Internal profiles

### **Operations Area:**

Our Operations team is the driving force behind the company, where administrative, marketing and personnel management responsibilities converge. The work carried out always follows the corporate budget as a surveillance tool for the Company's economic/financial position.

### **Technical area - Project design and development:**

Our Technical group designs and develops software and customises products within the various suites. It monitors all the operational activities with an accurate risk analysis for the services provided.

### **Commercial area:**

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[www.pegaso2000](http://www.pegaso2000.it) ;

Pegaso 2000 s.r.l.

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Registration in the Business Register of Perugia, Tax Code and VAT No 02402750547 - Share Capital EUR 200,000.00 fully paid up

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Our commercial business is handled in coordination with the Sole Director. Our primary objective is always to retain the loyalty of existing customers in order to give Pegaso 2000's commercial offer the very best value and to maximise the potential of our portfolio. Our plan of action towards our customers sets out to grant our commercial department maximum possible autonomy, once the ground rules to be followed have been shared.

Management continues to focus on sales propositions for the banking sector. However, it remains entirely open to any new markets, in line of course with its own competencies and knowledge.

### **Human Resources:**

According to the company organisational chart, each supervisor coordinates the functions of an operational team within the corporate hierarchy. All the team's requirements are always shared between the members and then with Management.

### **Infrastructure:**

Our Systems and Technologies area not only continually monitors the IT infrastructure according to the security requisites envisaged by the legislation in force and demanded by our customers, it also makes any adjustments regarding data and information security. We implement an Information Security Management System to be used within the organisation, which will be ready for certification in 2019. The adjustment process for IT, data and information security obviously enables the company to guarantee top quality service for existing customers and gives our offer a clear competitive advantage for future customers.

## Customer Loyalty

We measure Customer satisfaction indirectly by analysing trends and customer loyalty data.

The majority of our customers have been dealing with our company for several years, confirming current contracts and drawing up new ones.

## Processes and products

Process performance and product conformity are constantly and effectively controlled by monitoring the projects each month and via the supervision of the project leaders.

This type of regular reporting enables opportune corrective actions to be taken promptly and rapidly, wherever needed.

## Important aspects in progress

In 2019, we expect to be awarded certification for our Information Security Management System (ISO 27001:2013) and to have completed the update on Data Security in compliance with the new regulation on Privacy.