



QP-Quality Policy

Serfe is dedicated to the analysis, design, development and maintenance of websites, web and mobile applications, using free open source software as a base. We manage the quality of these activities with our Quality Management System based on the international ISO 9001 standards, by which we are committed to **satisfy expectations and needs of our clients while maintaining a suitable relationship between quality and price**, focusing in:

- Establish effective communication links in order to be able to satisfy our customers requirements, both explicit and implicit.
- Continually improve our development processes in order to optimise our effectiveness and efficiency over time.
- Having a team of professionals according to the needs of our customers, highly qualified and working with their professional growth by encouraging attendance at trainings and research and use of new technologies.
- Have buildings, equipment and working conditions appropriate for the conduct of our activities.

Ing. Federico Berardi
CEO – Serfe.com
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