

AD-ET SA vision is to become the ***Customers' partner of choice for engineering and trading services supply in airport and industrial sectors.***

In order to pursue its vision, AD-ET SA has defined its mission as follow:

To create added value for Customers, bringing know how and a collaborative network in order to:

Improve the "Customer Experience"
Optimize airport and industrial processes
Optimize resources
Reduce costs

According to these goals the Managing Director has set a strategy based on critical success factors identification and management within a directional cockpit driven by four main perspectives:

- Financial
- Customer
- Processes
- Competences

This policy, in order to define the strategic guidelines, considers these perspectives in an integrated framework:

To reach the financial goals set by the shareholders, through the full Customer and Other Stakeholders satisfaction with the processes continuous improvement performed by qualified and motivated resources.

Considering the context factors in which the organization works and the main stakeholders requirements, promoting a risks and opportunities based approach, the Managing Director has decided to develop the above mentioned strategy, through the following guidelines:

To identify a reliable partners' network to maximize the offer proposal success
To find the right solutions for airports and industry, in terms of efficiency
To transfer the available solutions state of the art to all stakeholders

The management system maintenance and improvement are necessary in order to reach these goals.

The Managing Director has identified in the System Management Review the way to analyze and update the organization strategy with reference to the success critical factors and the context and the related risks and opportunities evolution.

The integrated policy considers as fundamental part of the management system the Customers and other main Stakeholders' satisfaction, the Environment and Employees Health and Safety protection, for which the Managing Direction subscribes his own commitment towards the total legal applicable requirements respect.

All necessary strengths to reach these goals are assigned to the Quality Manager which reports directly to the Managing Director. The management system is supported by the Strategic Team as well, composed by the process owners in order to promote, check and standardize the policy goals achievements.

Mendrisio, 24th of January 2018

Massimo Colombo