

SEARCH BRIDGE BE THE ANSWER	Search Bridge s.r.l. SB Via Del Giacinto n. 32, 40133 Bologna (BO),	17/06/2026 Rev. 01
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QUALITY POLICY **REFERENCE STANDARD: ISO/IEC 9001**

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00	12/01/2026	Release	IMS Manager – Giulio Salvucci
01	17/06/2026	Update of the scope of application	IMS Manager – Giulio Salvucci

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1. GENERAL INTRODUCTION

The company Search Bridge S.r.l. is a company operating in the sector of the design and maintenance of IT systems and applications. The organization is characterized by highly specialized professional processes and skills, with a focus on technological evolution and on the integration of algorithms based on Artificial Intelligence. This approach enables clients operating in complex environments to optimize the efficiency of their digital systems, ensuring reliability, scalability and adaptability to new market needs.

2. MANAGEMENT COMMITMENT

The management of Search Bridge S.r.l. is committed to:

- providing the resources necessary to implement and maintain the Quality Management System (QMS);
- establishing and periodically reviewing the quality objectives;
- communicating the importance of meeting customer, legal and regulatory requirements;
- promoting the continuous improvement of the QMS.

Scope of application: ***“Design, development, delivery and maintenance of a cloud platform (SaaS) for the analysis of brand reputation in search systems, based on artificial intelligence models”.***

3. THE QUALITY MANAGEMENT SYSTEM

Search Bridge S.r.l. has decided to develop a quality management system in compliance with the UNI EN ISO 9001 standard. To this end, it undertakes to respect the fundamental principles as indicated below:

a) Customer focus.

Satisfy customer needs through the continuous measurement of the quality delivered and the level of customer satisfaction, by means of periodic customer satisfaction surveys and analysis of the complaints received.

b) Leadership.

Create and communicate a clear and shared vision that inspires and guides the entire organization. Support a corporate culture that values innovation, integrity and excellence.

c) Active engagement of people.

Optimize corporate management by activating internal communication systems, launching a management control system and activating a system for the evaluation and qualification of suppliers.

In addition, foster an inclusive work environment where every employee feels valued and motivated to contribute actively. It is important to promote opportunities for professional growth and development through continuous training and clear career paths.

d) Process approach.

Approach the management of activities and resources as interconnected processes so as to contribute to the effectiveness and efficiency of our organization.

Define and optimize the key processes to ensure efficiency and quality in all phases of the software development cycle.

Use agile methodologies to improve collaboration and reduce delivery times.

e) Continuous improvement.

Encourage a culture of continuous improvement through the analysis of feedback, innovation and constant learning.

Establish KPIs (Key Performance Indicators) to monitor performance and identify areas for improvement.

f) Evidence-based decision-making.

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A commitment to gathering accurate and relevant data from various sources, including customer feedback, software performance metrics, market analysis and financial data.

All personnel, and management in particular, must be trained in the use of data analysis tools and techniques. We believe that better decisions are made when they are supported by a deep understanding of the available information.

g) Relationship management.

Invest in building solid and lasting relationships with all interested parties, including customers, suppliers, partners and employees. Maintain open and transparent communication with all interested parties. Regularly inform our clients and partners about progress, challenges and opportunities.

Management

Search Bridge s.r.l.

Giulio.salvucci

Signed by GIULIO
SALVUCCI
Date: 03/07/2026
at 09:20:58 UTC