



UNIVERSITÀ DEGLI STUDI DI MILANO

DIPARTIMENTO DI SCIENZE AGRARIE  
E AMBIENTALI - PRODUZIONE,  
TERRITORIO, AGROENERGIA

SISTEMA DI GESTIONE  
QUALITÀ CERTIFICATO

**CQY**  
CERTIQUALITY

UNI EN ISO 9001:2015

**QUALITY POLICY**  
**DEPARTMENT OF AGRICULTURAL AND ENVIRONMENTAL SCIENCES -**  
**PRODUCTION, LANDSCAPE, AGROENERGY**  
**UNIVERSITY OF MILAN**

***Premise***

The Department of Agricultural and Environmental Sciences - Production, Landscape, Agroenergy (DiSAA), consider the adoption of a Quality Management System (QMS), certified in accordance with ISO 9001:2015 and integrated with the Self-Assessment, Periodic Evaluation and Accreditation System (AVA) established by the Ministerial Decree 47/2013 and subsequent amendments, an indispensable moment to achieve the continuous improvement of the efficiency, effectiveness and transparency of its Degree Programs.

In this perspective, the DiSAA consider the definition and the sharing of a correct Quality Policy, that make explicit the strategic objectives of the training activity, of fundamental importance; objectives which are intended to the satisfaction of the expectations, implicit and explicit, of the parties interested in the educational and cultural project of the Department and which are expressly identified in this document.

***Quality Policy***

The primary objective of a Degree Program is to ensure to the students an adequate knowledge of the methods and the general scientific contents, as well as the acquisition of specific professional skills. The level of this knowledge and its specificities, which are different for each Degree, are specified in the Didactic Regulation and included in the Regulation, Manifests and Single Annual Form (SUA) of each Degree Program.

The educational and the support activities of the Degree Programs of the DiSAA are carried out within the constraints and with the proxies and the autonomies established by the laws and regulations of the University, Faculty and Department.

Within this framework, the Quality Management System aims to meet the needs of all the parties interested in the training of professionals who, at different levels and with different specializations, are able to operate with recognized skills in the field of Agricultural and Environmental Sciences.

The interested parties are identified in the following components:

- the students attending degree courses;
- the teachers and the technical-administrative staff;
- the University of Milan;
- the Ministry of University and Research;
- the regional, national and international institutions related to the agricultural and environmental sectors;
- the professional associations related to the agricultural and environmental sectors;
- the enterprises and their associations related to the agricultural and environmental sectors;
- the upper secondary schools.

In order to increase the level of satisfaction of the interested parties, the DiSAA establish the following strategic objectives, as fundamental elements of its Quality Policy:

- strengthen and consolidate contacts with the territory, the institutions, the enterprises and the professionals;
- create organizational and environmental conditions so that students can achieve their qualifications on schedule, reducing the difference between the expected and the actual duration of degree programs;
- strengthen and consolidate the monitoring and evaluation systems for the training and the support activities;



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- strengthen and consolidate the orientation activities both for the bachelor and the master's degree students;
- strengthen and consolidate the ongoing orientation, through an effective communication with students and the direct contact with tutors;
- strengthen and consolidate the internationalization of the Degree Programs, through links with foreign institutions and exchange programs;
- promote the placement of graduates and master's graduates in the work context, through qualified study paths and internship and thesis experiences;
- involve all the staff in the achievement of the Quality objectives.

These objectives are periodically reviewed by the Teaching Commission and translated into operational objectives with related measurable indicators, where applicable.

The Quality Management System of the Department of Agricultural and Environmental Sciences - Production, Landscape, Agroenergy intends to guarantee quality, transparency and conformity of the training activities provided, through the involvement of teachers, students and staff, appropriately coordinated by the Head of Department. In particular, the Head of Department delegates the QMS Coordinator and the Heads of the Degree Programs to ensure:

- the preparation, implementation and updating of the processes necessary for the QMS;
- the awareness of the training and QMS requirements within all the degree programs;
- the links with upper secondary schools and external organizations to integrate the guidance needs with the training activity provided;
- the connections with the external organizations on topics relating to the QMS;
- constant information to the Management on the performance of the QMS and on every need for improvement, in order to a constant review of the strategic and operational objectives for Quality.

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