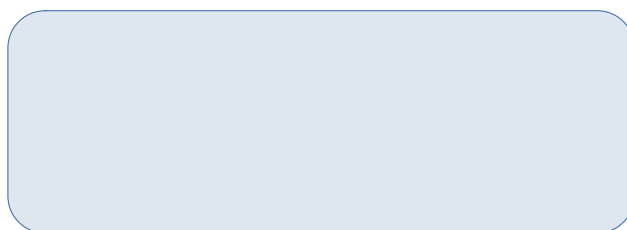


U.P.K.L. QUALITY MANUAL



QUALITY MANUAL

Edition 2020



U.P.K.L. QUALITY MANUAL

1.0 PURPOSE

The International Association for the Life of Ki Life Professionals (hereinafter U.P.K.L.) has implemented a quality management system compliant with the requirements of the CEN 14: 2010 - EQF UNI CEI EN ISO / IEC 17024: 2012 standard for:

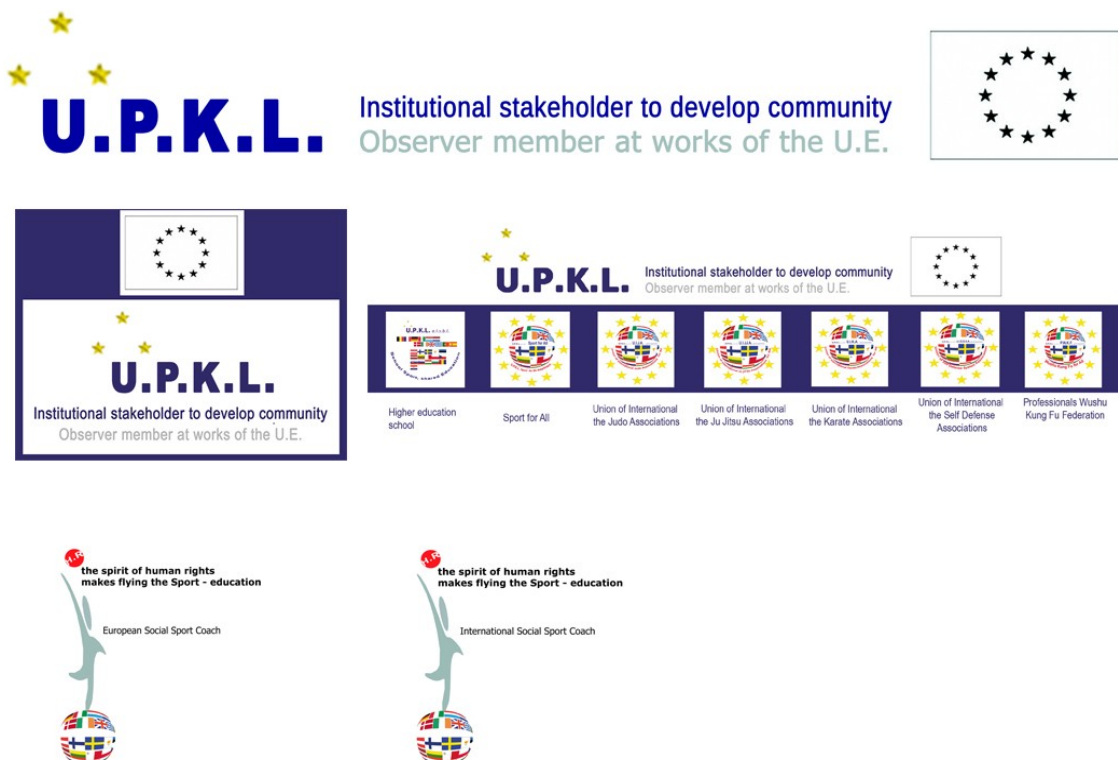
- demonstrate its ability to provide products and services that comply with the requirements of the Users and the requirements of the laws and requirements envisaged,
- increase user satisfaction through the effective application of the system and continuous improvement and insurance processes, compliance with the requirements indicated by the customer and by laws and documents.

This Quality Manual illustrates how the association takes care of the requirements indicated by the CEN 14: 2010 - EQF UNI CEI EN ISO / IEC 17024: 2012 standard and the requirements indicated by the established standards.

1.1 THE INTERNATIONAL ASSOCIATION

U.P.K.L. IS AN INTERNATIONAL NON-PROFIT ASSOCIATION (AISBL) OF BELGIAN LAW. HER RECOGNIZED BY THE MINISTRY OF JUSTICE OF BELGIUM WITH DECREE WL22 / 16394 OF 15 JANUARY 2014 AND ACCEPTED AS OBSERVER MEMBER TO THE WORKS OF THE XG HEPA COMMISSION BY RESOLUTION OF 13RD OCTOBER 2014 AND IS ORGANIZED BY DEPARTMENTS TO ACHIEVE THE PURPOSES DESCRIBED IN ART. 3 OF THE ARTICLES OF ASSOCIATION AND THEY ARE OPERATIVE ACCORDING TO THE INTERNAL REGULATIONS ISSUED BY THE SECRETARY GENERAL.

THE LOGOS THAT IDENTIFY THE U.P.K.L. THEY ARE ILLUSTRATED IN THE FOLLOWING IMAGES. EACH DEPARTMENT HAS LOGOS THAT REPRESENT THEIR OPERATIONAL POSITIONING, THE ESSC AND ISSC LOGOS QUALIFY THE EUROPEAN SOCIAL SPORT COACHES PROGRAM ACCREDITED IN THE FINAL REPORT OF THE EUROPEAN COMMISSION XG HEPA AS A TOOL BY THE MEMBER STATES WHICH TAKES INTO ACCOUNT ALL THE ATTENTIONS OF THE HEPA RECOMMENDATIONS .



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1.2 PRODUCTS AND SERVICES

U.P.K.L. supports programs for the identification, training, certification qualification and promotion of Operators and Educators in the Arts and Crafts and Professions and Sports sectors.

The programs are divided into actions that can develop in cross-sectoral areas to meet the needs of different audiences and users.

As of 01.01.2020 the following programs and actions are active

Program	Qualified in European Commission documents	Institutional area	Action	Target	Sector
European Social Sport Coach	YES	Active citizenship	International Social Sport Coach	Sports instructors who are not EU citizens	Sport
			European Social Sport Coach	Sports instructors who are EU citizens	Sport
			Youth for Europe: Human rights and legality for active citizens in active communities School Teachers	School Teachers	Public and private schools
			Eudynamics Specialist	Graduates in the medical profession, Naturopaths, Wellness Technicians	Holistic
Real estate value	NO	Financial Market	Real Estate Appraiser	Real estate agents	Real estate
			Real Estate Consultant	Commercial promoters	

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1.3 APPROACH BY PROCESS

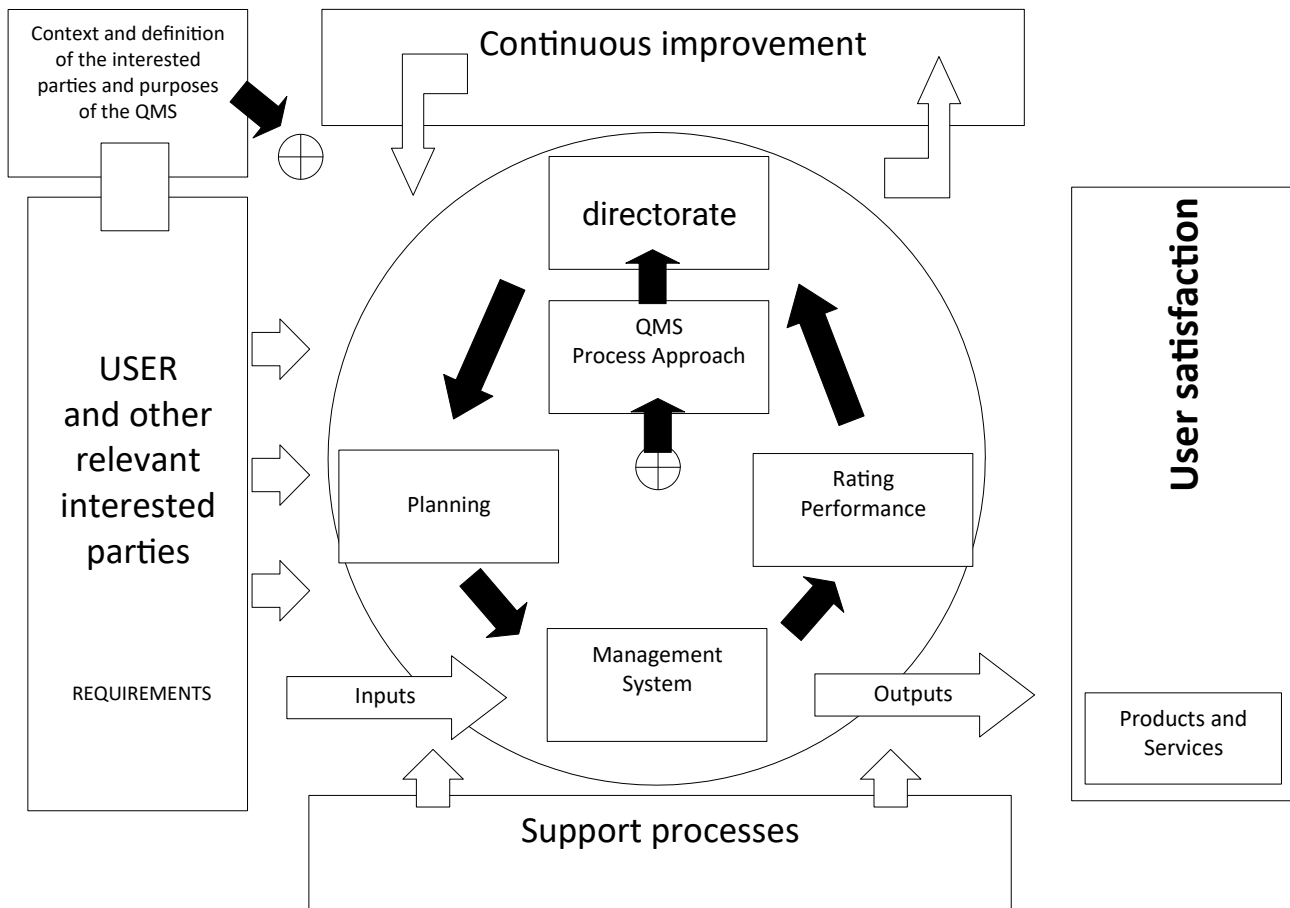
U.P.K.L. believes that the expected results are achieved effectively and efficiently through process management.

Management for guaranteed processes:

- constantly understand and meet the requirements;
- consider the processes in terms of added value;
- the achievement of effective process performance;
- improvement of the process based on the evaluation of data and information.

The process approach is applied using the PLAN-DO-CHECK-ACT methodology with particular attention to risk-based thinking as a means of prevention.

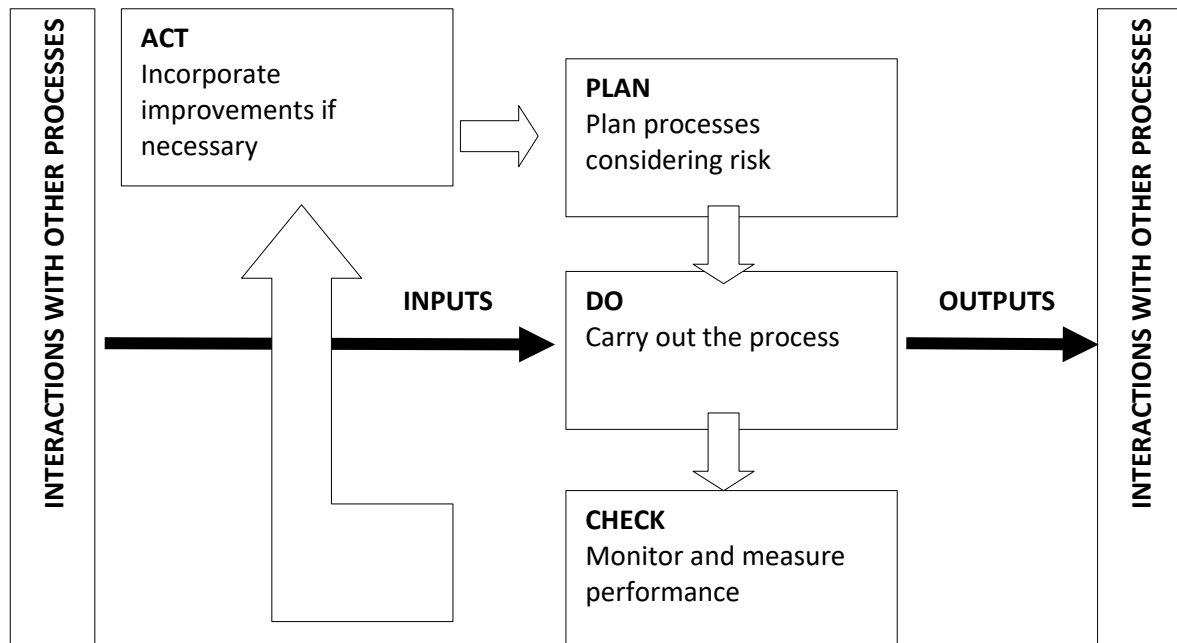
The following figure graphically presents the process management mechanism:



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1.4 REPRESENTATION OF A PROCESS IN THE SYSTEM

The following shows how a system process can be managed through the PLAN-DO-CHECK-ACT cycle:



1.5 RISK-BASED THINKING

The effect of the uncertainty of a given result and the concept of risk-based thinking is considered in the Quality Management System of the U.P.K.L.

U.P.K.L. considers this concept implicit and incorporates it into the requirements for establishing, implementing, maintaining and continuously improving the Quality Management System.

U.P.K.L. adopts a particular methodology for adopting the risk-based thinking approach.

U.P.K.L. has established to each process the risk levels in terms of the organisation's ability to achieve the objectives set and the consequences on processes, products, services and system non-conformities.

For the U.P.K.L. "Risk-based thinking" means considering the risk qualitatively and dependent on the qualitative context of the association.

The rigor and degree of formality necessary to plan and control the Quality Management System, as well as its processes and activities are defined.

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1.6 COMPATIBILITY AND INTEGRATION WITH OTHER BUSINESS MANAGEMENT SYSTEMS

U.P.K.L. has not adopted other management systems and must necessarily comply with many requirements laid down by the regulations.

For this reason, the Management has decided to integrate the activities relating to management risk to users into the processes controlled by this Quality Management System considering the following requirements:

- Association context
- Management, policy and responsibility
- Processes for attention and considering risks and opportunities
- Processes relating to Users, products and services
- Performance evaluation processes
- Processes for improvement

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2.0 REFERENCE STANDARDS

U.P.K.L. has developed the Quality Management System in compliance with the standards

- ISO 9000: 2015
- CEN 14: 2010 - EQF UNI CEI EN ISO / IEC 17024: 2012 standards
- UNI 11558: 2014
- UNI 11612: 2015
- UNI 11713: 2018

The following regulations are considered relevant for the correct implementation of the system:

- EU Regulation (GDPR) 2016/679
- Directive 2005/36 / CE

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3.0 TERMS AND SPECIFICATIONS

These are standards provided by ISO 9000: 2015 and CEN 14: 2010 - EQF UNI CEI EN ISO / IEC 17024: 2012 standards.

In the following terms recurring in this manual in order to avoid ambiguities they are associated with the indicated functions:

QM	Quality Manual
QMS	Quality management system
QB	Quality notice board
QP	Quality Procedure
QA	Quality Assurance

3.1 ABBREVIATIONS

The titles of the organizational positions are abbreviated as follows:

D	Directorate
QMSM	Quality Management System Manager
ED	Educational Department
TCP	Training Center Partner
IEAD	Internal and External Audit Department
UDEPT	U.P.K.L. Department
ST	Students
TUT	Tutor
TEA	Teacher

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4.0 CONTEXT OF THE ASSOCIATION

U.P.K.L. has determined and constantly reviews which internal and external potential problems may have effects on the effective ability to constantly supply at users the products and / or services in compliance by requirements and / or laws and regulations and on the results expected by the Management System for the quality.

4.1 INTERESTED PARTIES

U.P.K.L. has implemented and maintains a specific procedure for monitoring and reviewing the interested parties identified for the Quality Management System and the requirements applicable to them.

4.2 PURPOSE OF THE QUALITY MANAGEMENT SYSTEM

The Quality Management System of the U.P.K.L. complies with the CEN 14: 2010 - EQF UNI CEI EN ISO / IEC 17024: 2012 standard with the following purpose:

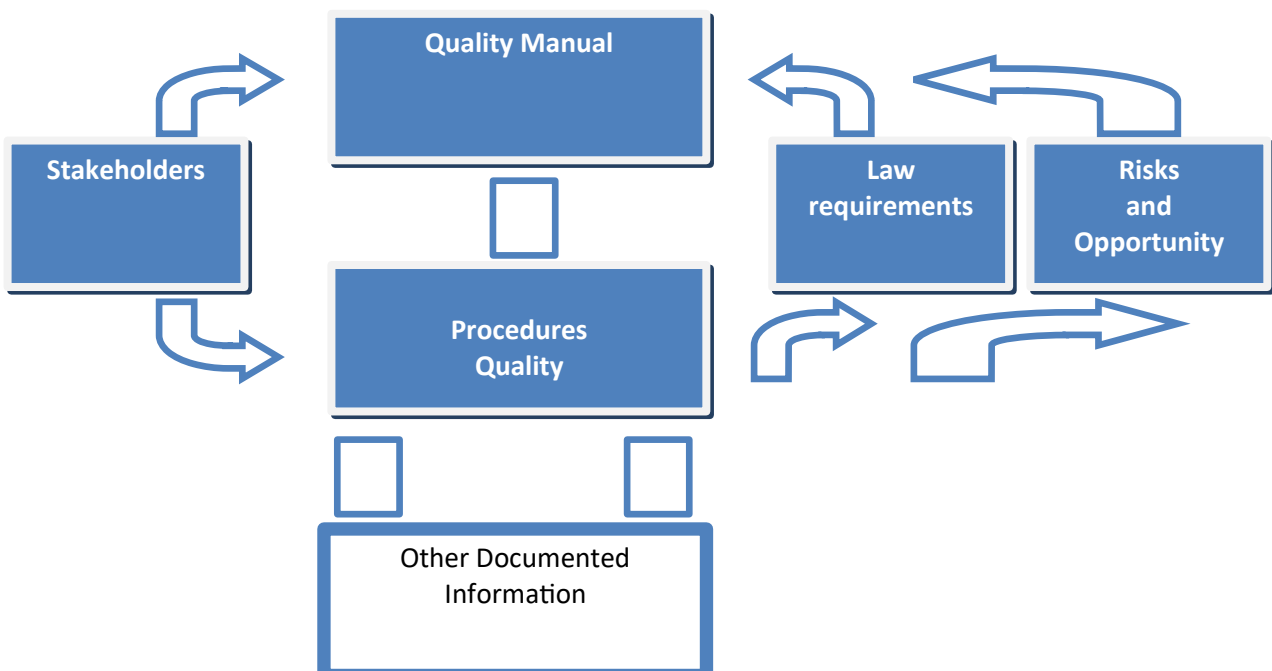
- Issuance of the EUROPEAN SOCIAL SPORT COACH title
- Issuance of the INTERNATIONAL SOCIAL SPORT COACH title
- Issuance of EUDYNAMICS SPECIALIST
- Issuance of the REAL ESTATE EVALUATOR title
- Issuance of the SPORT COACH LEVEL 1 titles
- Issuance of the SPORT COACH INSTRUCTOR LEVEL 2 title
- Issuance of the SPORT COACH MASTER LEVEL 3 titles

4.3 EXCLUSIONS

All the requirements of the CEN 14: 2010 - EQF UNI CEI EN ISO / IEC 17024: 2012 standard are applicable.

4.4 QUALITY MANAGEMENT SYSTEM AND ITS PROCESSES

The architecture of the System documentation is presented with the following scheme.



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4.5 THE QUALITY MANUAL

The Quality Manual clarifies the Quality Management Policy; defines the general approach and provisions relating to company processes affecting Quality and describes the scope of the quality management system with related exclusions. Some chapters of the Quality Manual refer to the applicable Quality Procedures. A list of procedures is given in a specific chapter of this Quality Manual.

The Quality Manual describes:

- the processes of the Quality System and their interaction
- references to PQ;
- the quality management policy and define the general approach to the aspects dealt with;
- rules relating to Quality Management;
- rules for conducting assessments made by third parties.

The Manual consists of:







- 1 copy identification page,
- 1 chapter index page
- chapters 1 to 10.3

The Quality Manager keeps all copies of the Quality Manual that are not released.

At the time of distribution, the Quality Manager identifies each distributed copy verifies its completeness and updating status fills in the copy identification page and affixes its initials.

The manual index is sign by D for approval.

Copies of the Manual are distributed internally to:

	n°1	(D) Directorate
	n°2	(QB) Quality notice board
	n°3	QMSM Quality Management System Manager
	n°4	IEAD Internal and External Audit Department
	n°5	ED Education Department
	n°6	UDEPT U.I.K.W.A. – U.I.JJ.A – U.I.J.A. - U.I.K.A. - U.I.S.D.S.A. - Eudynamics – Real Estate – Sport for All

The copy displayed on the Quality Notice Board is published in the reserved area of the website www.europe-upkl.eu and is available for consultation by all U.P.K.L. who have an active role in the processes of providing the body's services. All copies are managed by the Quality Manager System Manager who provides to update them simultaneously in the event of a change. Distribution to external parties is authorized by the Quality Management System Manager.

Unsigned copies are to be considered unusable.

All internal copies are subject to the update service; the service is guaranteed by the Quality Manager. The content of the revisions is highlighted in specific paragraphs.

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4.6 THE QUALITY PROCEDURES

The Quality Procedures describe the processes required to implement the Quality Management System and updates:

- the Quality Procedure which describes the processes and activities necessary to implement the system
- the Quality Procedure which describes the sequences and the interactive nature of the relevant processes to guarantee the conformity of the products and services.

The Quality Procedures are disseminated to all the people who participate in the indicated activities. Each Quality Procedure contains, as an integrated part, the modules necessary to produce the integrated documents.

4.7 NORMAL OPERATION

Other documents containing, in which to record, documented information and which are referred to in the Quality Manual and Quality Procedures; these are plans, modules and forms, check lists, necessary to describe how to conduct certain activities, as well as instructions that describe the operating practice and process control activities.

4.8 PROCESSES OF THE QUALITY MANAGEMENT SYSTEM

The following table shows the schema of the processes and their interaction

ProcessUser Management	Primary or Support	Internal or External	Interacts with
User Management	P	I/E	Departments Management / TCP Management / IEAD Management / Management
TCP – Training Center Partner Management	P	I/E	User Management / Departments Management IEAD Management / Management
Affiliate Management	P	E	Management of Departments / Management
Institutional Relations	P	I/E	Department Management / Management
IEAD Management	P	I/E	Departments Management / TCP Management / Management
Department Management	P	I	All
Certification production	S	E	User Management
Directorate	S	I/E	All
Quality System Management	S	I	All

The processes are described in the Quality Procedures and for each are defined:

- the required inputs and the expected outputs
- the sequence and interactions of the processes
- criteria, methods (including performance measurements and indicators) and process control methods
- the necessary resources and how to guarantee their availability
- assigned tasks and responsibilities
- risks and opportunities and implementation plan of the actions to face them
- methods to monitor, measure and evaluate the processes and, if necessary the changes to be adopted to achieve the expected results
- opportunities for improving the process and quality management system.

All information relating to the functioning of the processes is documented and stored as provided in the appropriate procedures.

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4.9 QUALITY REFERENCE PROCEDURE

PQ - Risk Analysis

U.P.K.L. objectives of the risk analysis:

create value and preserve value

corroborate decisions

focus on areas of operational uncertainty

hypothesize system responses, structured, timely

make the most of what is available to give concrete answers

adapt the procedure and emergency actions to the specific reality

consider human and cultural factors as useful elements to solve problems

give maximum transparency to U.P.K.L.

increase the dynamism and interactivity and reactivity of the U.P.K.L.

continuously improve

U.P.K.L. to assess the risk it proceeds with the following mappings scenarios and countermeasures.

Communication and consultation

the context

**Risk identification
Risk analysis
Risk weighting**

Risk Treatment

Monitoring and Review

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Condition A1

Context: Administrative Management

Risk Area: Economic and financial embezzlement, privacy violations

Risk Analysis: Potential conflicts of interest of the management members in relation to the delegations and interactions on management, and potential destabilization actions of the U.P.K.L.

Risk weighting: value 5 (scale from 1 to 5) MAXIMUM

Risk treatment

The value 5 requires the utmost attention, the U.P.K.L. force verification of the following positions:

Requirement A1.1 Honourability requirements of the managing members of U.P.K.L.

In U.P.K.L. no member can hold managerial roles and positions, even temporary if he has been convicted of crimes defined in the points:

- a) be convicted of a crime,
- (b) be tried by a court or any professional, regulated or governmental media body violating any provision of competition law, equal opportunities law or data protection,
- (c) be detained by a court or any professional, regulated or government agency for media breach of any other request or regulatory obligation to which it is subject, or
- (d) become insolvent or subject to corporate financial restructuring.

Note A1.2 Continuous safeguard measures

Each member who holds managerial roles or positions, even temporary, has signed the document in which he certifies that he is not in a position of conflict of interest Annex A1.1



EVERY MEMBER OF THE MANAGING BODIES IS KEPT WITHIN 30 days FROM THE RECEPTION OF THE JUDICIAL ACTS TO COMMUNICATE TO ALL THE MEMBERS OF THE COUNCIL, IMMEDIATELY ANY PROCEDURES ACTIVATED BY THE COMPETENT BODIES FOR THE CRIMES DESCRIBED IN ITEM.2

IN THE EVENT OF A CLEAR BREACH OF THIS PROVISION, THE SECRETARY GENERAL PROCEEDS TO DECREE THE EXPULSION OF THE OFFICER, TO THE COMPLAINT OF THE OFFICER'S BODIES OF JUSTICE FOR FALSE COMMUNICATION AND BODY AUTHORIZED TO OPERATE ON THE INTERIOR OF THE PUBLIC.

U.P.K.L. EVERY TWO YEARS REQUIRES MEMBERS TO RENEW THE DECLARATION NOT TO BE IN THE POSITION OF A CONFLICT OF INTEREST AND NOT TO HAVE COMMITTED THE CRIMES DESCRIBED IN THE POSITION A1 paragraph a) -b) -c) -c)

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Condition A2

Context: Business continuity

Risk Area: Prejudice of public interests, of Users, of Institutions

Risk Analysis: Potential conflicts of interest of the management members in case of change of control and challenges of destabilization of U.P.K.L.

Risk weighting: value 1 (scale from 1 to 5) LOW

Risk treatment

The value 1 requires the utmost attention every 5 years, the U.P.K.L. force verification of the following positions

A2.1 Safeguards in the event of a change of control

To apply for leadership of the U.P.K.L. (Secretary General), to direct roles and to the offices of the Council it is necessary to formulate a project consistent with the guidelines of art. 3 of the Statute.

Deliberate and active activities cannot be suspended or interrupted, unless required by law.

Guarantee A2.2 Guarantee elements

Control of the activity of U.P.K.L. it is subject to supervision exercised by the competent government bodies of Belgium

Context A3:

Operational management

Risk Area: Prejudice of public interests, of Users, of Institutions

Risk Analysis: Potential conflicts of interest

Risk weighting: value 5 (scale from 1 to 5) AVERAGE

Risk treatment

The value 5 requires the utmost attention, the U.P.K.L. force verification of the following positions

A3.1 Conflict of interest prevention measures

Definition of potential conflict of interest

(a) in any activity undertaken by U.P.K.L., a Partner or Institution, or a member belonging to one of these elements, exercises a power with the potential that may cause it to act contrary to its interests in the specific operations of U.P.K.L. and its programs.

(b) a person who is connected to the development of U.P.K.L. has interests in any other activity that has the potential to induce such person to act in contrast between his interests and those of the Users.

Each member who holds managerial roles or positions, even temporary, each partner Each non-governmental institution that signs agreements with U.P.K.L. must undertake not to act in potential conflict of interest, to safeguard the public and private interests of U.P.K.L. Users and to take any useful action to prevent such an adverse event.

A3.2 Continuous safeguard measures

Each member who holds managerial roles or positions, even temporary, has signed the document in which he certifies that he is not in a position of conflict of interest Annex A3.1 document in which he certifies that he is not in a position of conflict of interest

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A3.3 Monitoring measures

On the U.P.K.L. website www.europe-upkl.eu an appropriate section is open to collect user reports and the public of any violations.

For each report, proceed as follows:

- a) annotation of the report in the Potential Conflicts of Interest Register (within 5 days)
 - Name and surname of the alerter
 - Description of the fact
 - Event data
 - Test documents
- b) Opening of the file by IEAD with identification of the responsible managers
- c) Formulation of the facts to be contested (within 15 days from the date of identification of the managers)
- d) Communication of opening of the dossier to the required requirements with request for clarification on the disputed points to be provided within 5 days.
- e) Evaluation of the communications emerged and activation of the following procedures:

1) Facts in which there are hypotheses of crime:

1.1. Facts.

2) Facts in which there are no hypotheses of crime

2.1 Launch of a dispute settlement table with the damaged User

2.1) Charging with economic sanction to the managers

Sooner or later reports of test documents will not be taken into consideration.

Anonymous reports or without documentary evidence identifying a manager in a precise way will be taken into consideration and evaluated according to the procedure and severity of the case.

A3.4 Preventive measures

U.P.K.L. consider prevention one of the best measures observe a prevention nearby possibility of interest for this reason the IEAD (internal and external audit department) is active, a unit that operates independently and is supervised by the vice-president and inspection of the activities carried out by the members of the U.P.K.L. and the Training Center Partners and affiliates necessarily their natural or legal persons.

The mandate of IEAD inspectors is broad and available to observe and detect documents and view registers and administer survey and evaluation questionnaires and test facts and collect and demonstrate a loading and unloading of responsibility to formulating testimonials.

The IEAD has specific skills of analysis, evaluation, approval and authorization on the following processes:

- a) Identification of applications to obtain qualifications and certifications
- b) verification and validation of access requirements
- c) verification and validation of the training processes
- d) verification and validation of the regular issue of qualifications and certifications

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A3.5 Table of interests for adverse events or accidents and corrective actions

Activities	Responsible Entities from Base to vertex of command	Waiting procedure	Adverse event	Procedure to identify the event	Adverse event mitigation procedure	Value of risk scale from 1 to 5 level
Student identification	TCP center General secretary	Application data collection and dossier with check list Validation of the applicant form	Incomplete or incorrect data of the candidate	Lack of identification documents of the candidate. Incomplete file	Audit control before the start of training and activation of solutions to the adverse event	1
Signing up	General secretary	Access 24H	Failure to register for system crash	Upon Student's recommendation	Speech on the hosting service provider	1 from experience the 5 years never happened event
Training	Education Department General secretary	Authorization to access lessons in e-learning mode	Incomplete authorization for the route	Audit of the study plan	Communication to the student to check the study plan with the course lessons published on the platform	1
Training	Education Department General secretary	monitoring 16H / 24H of access to the system	Access not available	warning from 16H / 24H monitoring of access to the systema report from students via e-mail, whatsapp to SG Alarm speech at hosting service provider	Intervention on the hosting service provider	1 from experience the 5 years never happened event
Classroom training	Tutor TCP Training Center Partner Education Department General Secretary	Teacher presence and delivery of lessons in plan	Unavailability of the teacher Temporary Continued	Teaching procedure for teachers service suspension or lesson rotation Replacement Teacher	Rules of engagement Penalty for infringement of the warning times	2 at the moment never occurred
Issuing of titles and certifications	tutor TCP Training Center Partner IEAD General secretary	Validation of the training course Validation of compliance with the rules Issue of the documents	Loss of the register Non-compliance Not available production system to realize the documents	Loss of the register Recovery procedure in case of non-compliance Redundant system (2 production units)	Rules of engagement and Penalty for infringements up to the student's compensation	2

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5.0 COMPANY MANAGEMENT

The Management demonstrates the command and commitment towards the quality system:

- take responsibility for the effectiveness of the system
- ensuring that the quality policy and objectives are necessarily established and compatible with the association's strategy and the context in which it operates
- ensuring that the quality policy is communicated, understood and applied within the organization
- assurance of the quality system requirements in the association's processes
- promoting the evaluation of the process approach
- ensuring that the resources needed for the system are needed
- communicate the requirements of an effective quality system and the compliance of the quality system requirements
- ensuring that the quality system achieves its defined results
- engaging, directing and supporting the people who contribute to the effectiveness of the quality system
- promoting continuous improvement
- supporting other important managerial roles in demonstrating their leadership is applied in their area of influence

5.1 Focus on the user

The Management demonstrates its role and commitment with respect to attention to Insurance Insurance:

- the determination and taking charge of user requirements and mandatory requirements,
- the determination and direction of risks and opportunities towards the continuous increase of User satisfaction,
- the attention that the services continue to meet the requirements of Users laws and updates,
- attention to User satisfaction is maintained over time

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5.2 QUALITY POLICY

The Directorate has established a Quality Policy which:

- is appropriate for the purposes and context of the U.P.K.L.,
- provides a framework for establishing and reviewing quality objectives
- includes a commitment to meet applicable requirements,
- includes the commitment to the continuous improvement of the quality management system.

The Quality Policy is published in this Quality Manual and is disseminated internally and to all interested parties.

Quality policy

U.P.K.L. believes that the mission of the association is get in only pursuing maximum User satisfaction.

This satisfaction can be reached by U.P.K.L. operating in an international context for

Promote, in agreement and in collaboration with the institutions of the European Union, initiatives aimed at building and strengthening the identity of the European citizen by enhancing the different cultural identities that characterize the peoples of the Union

foster educational development as well as the physical moral intellectual and spiritual growth of European citizens promoting educational initiatives and paths that can be differentiated according to age groups. Access to the aforementioned initiatives is guaranteed to all Citizens and in particular to people with disabilities educational courses are guaranteed that conform to the capacities of the individual ensuring at the same time their use in a dimension that is as collective as possible;

encourage cooperation between schools educational institutions and sports organizations in order to integrate the exercise of sport into education in a structured and sustainable way ensuring the presence of sport as a means of achieving the objectives set in the study programs;

promoting education in the values of freedom understanding tolerance loyalty respect and solidarity to develop the attitude to cooperative behavior respecting individual cultural identities;

to foster the formation of a European conscience, inspired by the principles of human freedom and dignity without distinctions of political religious economic or social belief;

to promote the values of solidarity tolerance and mutual understanding through interaction and team work in the different situations of the search for the Self - the Self in the Environment - the Self with the Others promoting the development of behavior cooperation and the adoption of a lifestyle inspired by the best use of physical and spiritual energy aimed at common growth and progress in harmony through the exercise of mutual concessions.

create effective and long-term partnerships with different institutions such as the mass media the schools the voluntary associations the businesses public bodies and local authorities to

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make known and spread the educational action carried out through sports disciplines the arts professions and trades;

to foster cooperation between educational institutions sports organizations and public authorities with the creation of educational and sports courses responding to the needs of non-formal education guaranteeing the exchange of best practices among the members of the participating European countries;

develop suitable procedures and tools to encourage the identification training qualification and quality certification of operators in the sectors of the arts crafts professions and sports disciplines to encourage peer recognition between national organizations of Member States of the Union in order to ensure better movement of people goods and services in full consumer protection;

foster the professional development of operators in the arts the crafts the professions and sports disciplines promoting suitable activities to integrate their distinctive competences with those required by European Union policies.

The association is independent and it is non-political and non-denominational. It expressly refers to the principles enshrined in the European Convention for the Protection of Human Rights and Fundamental Freedoms, and in the Charter of Fundamental Rights of the European Union.

The association intends to pursue the aforementioned purposes through among others the activities indicated below:

Creation of an associative network between operators in the arts the crafts the professions and sports disciplines who carry out their activity in compliance with European Union law and international agreements in compliance with the principles contained therein without prejudice to anyone for national sectors regulations and in harmony with the latter;

issue to users of the qualification of "European Social Educator" and / or "Specialized Operator", in accordance with the International Educational Standard Jitakyoei in compliance with the guidelines CEN 14 2010 and subsequent amendments and in exclusive agreement with the Italian Quality Certification Institute (IICQ) and subordinated to the International Educational Standard Jitakyoei;

institution and conservation and updating of the Register of Social Educators of Europe as well as of the Register of Specialized Operators divided by specializations and qualifications, or by product specialty;

continuous training of members in order

Democratic principle and equal opportunities

The organization and functioning of the association are inspired by principles of democracy and participation. They structures want to guarantee the same opportunities for participation in the generality of the associates regardless of gender race social status political and religious beliefs and individual opinions.

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Creating a Quality Management System compliant with UNI EN CEN 14: 2010 - EQF UNI CEI EN ISO / IEC 17024: 2012.

The Directorate of U.P.K.L. made available the resources necessary for the implementation of the Quality Management System which will be constantly monitored and periodically assessed measuring the achievement of the objectives set for the controlled processes.

U.P.K.L. has must the utmost attention to the User's requests and expectations to the requirements of the standards and to the obligations envisaged and to the continuous improvement of the organization and satisfaction of the User and interested parties.

U.P.K.L. must pursue quality at all stages of each process where each member is involved in achieving the objectives.

The Directorate periodically checks that this policy is pertinent to the aims and context in which the association operates and it is implement and shared at every level of the organization by establishing objectives of continuous improvement and User satisfaction.

The General secretary

The Quality Policy is included in all personnel through the dissemination on the Quality Notice Board and annual meeting held by the Directorate

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5.3 Roles, Authorities and Responsibilities

Roles authorities and responsibilities are defined and assigned for:

- guarantee the conformity of the quality system with the requirements of the standard
- ensure that the output of the processes is as expected
- report on the performance of the quality system, on opportunities for improvement and on the need for change and innovation and above all, report information to management
- ensure focus throughout the assistance
- ensure that system integrity is maintained when changes to the system are expected and implemented.

5.4 Organization chart

Roles authorities and responsibilities are defined and described and regulated in a specific procedure which clarifies every aspect.

The functional organization chart of the company is shown below.

Role	Authority	Operativity
President	U.P.K.L. legal representation	Not operative role
General Secretary	Equal to those of the president Including legal representation and power of appointment of department heads, advisers and ambassadors of U.P.K.L. culture	Operative
Vicepresident vicarious	international Public relations and general affairs	Operative
Vicepresident	Honorary	Not operative role
Treasurer	Economics competence	Operative
Councilor	Assistant to the General Secretary in carrying out institutional affairs	Operative
Head Department	Manager to develop worldwide specific institutional activity	Operative
Committee Manager	Manager to develop in local area specific institutional activity	Operative
Internal Audit Officer	Control manager of the compliance activity of U.P.K.L.'s structures at institutional operations	Operative
External Audit Officer	Control manager of the compliance activity of U.P.K.L.'s Partners at institutional operations	Operative
Quality System Manager	Quality System Manager is responsible of the operations that assurance of implementation of the standard process and monitoring data and of the satisfaction quality users	Operative
U.P.K.L. Ambassador	It is Speaker authorized at illustrate vision and mission of the U.P.K.L. the political and action in a plan defined and him is authorized for sign a agreement	Operative
Supporter and Promoter	It is authorized at illustrate vision and mission of the U.P.K.L. politic	Operative

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5.5 Reference Quality Procedures

PQ 5.5.1 USER MANAGEMENT

Goals	Highlight
a) Create the database of users who use U.P.K.L.	The user is active when he is registered on the website www.sport-education.eu
b) Check list the access requirements to the services	The User is classified "verified" when IEAD authorizes of the issued of titles or certification
c) Communicating and Listening to Users	Communicate output action confirmed by receipt of the message. Digital tracking Listen input action confirmed with written communication from U.P.K.L.
d) Evaluate user satisfaction	Evaluation carried out through Evaluation Questionnaires organized by satisfaction levels Value 0 = Non-existent Value 1 = Poor Value 2 = Insufficient Value 3 = Fair Value 4 = Good Value 5 = Excellent

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PQ 5.5.2 USER MANAGEMENT Process

Responsibility	Tools	Process description	Supervisory authorities
Department heads Committee Heads Supporter and Promoter	Application form	<p>application form to role</p> <p>The User fills in the Application Form</p> <p>The Manager who collected the application form forwards it to the Department Head who verifies the requirements. Him sign the document for approval and sends the form to IEAD.</p> <p>IEAD control and verification of compliance with requirements. IEAD validation the application form</p> <p>The candidacy validated by IEAD is sent to the General secretary who authorizes the User to register on the platform www.sport-education.eu and invites him to pay for the quotations.</p> <p>Adverse event situation</p> <p>The application form is rejected by IEAD for lack of requirements and is communicated to QMS and to the Department Head who informs the User with the reason for the cancellation IEAD</p> <p>Monitoring and verification of requirements and validation of applications for the role</p>	<p>IEAD</p> <p>Monitoring and verification of requirements and validation of applications for the role</p>
General Secretary	App Mobile AION Website sport-education.eu	<p>User authorization to access online lessons</p> <p>After fulfilling the administrative obligations the User is authorized to access the online lessons</p> <p>5.5.2.1) Regular performance of the activity: no corrective action</p> <p>Adverse event situation</p> <p>5.5.2.2) User lack access log to from 30 days: the General secretary activates the Department Head responsible for checking the position and solving problems. General secretary infome the IEAD on the activation of the procedure and QSM</p> <p>5.5.2.3) Within 60 days the a log access must be register compatible with the correct frequency of at least 1 lesson. In case of the lack log access superior at 60 days. The User is requested to communicate in writing the reasons for the adverse event and the time estimate to return to normal study of the lessons.</p> <p>5.5.2.4) In case of the lack log access superior at 150 days the User who has been solicited 3 times in writing and him not response the account is disabled and the User will is informed an email of the event.</p>	<p>IEAD</p> <p>has check a frequent periodic the access log. If it verify within 30 days that User is not access at lessons IEAD inform the General secretary of this event (Non-Conformity) which activates the User's consultation procedure</p> <p>positions 5.5.2.2 - 5.5.2.3 - 5.5.2.4 IEAD monitors the access logs on a weekly basis until a resolution of the non-compliance</p>

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		5.5.2.4) The User that return operational within 60 days from solicitation 5.5.2.3 is part of the regular lessons cycle and can accessing the frontal lessons and or platform e-learning.	
TCP Training Center Partner Tutor	Logs PC and mobile connections	<p>The User with regular study plan is authorized to enroll in the seminars of the frontal lessons of the relevant course</p> <p>The list of lessons that make up the study plan to obtain a title or certificate and or qualification is available in the relevant section of the website www.europe-upkl.eu</p> <p>To participate in the seminars of the lectures, the User provides an online registration on the website www.europe-upkl.eu</p> <p>Before the lessons begin, the Tutor provides a recording of the User's presence on the Lecture XX attendance register</p> <p>Adverse event situations</p> <p>The User can failure connect to the web to register attendance. The Tutor can managed the registration on the physical paper register with the collection of the signatures of those present and provided provides for the online registration when is restore functionality. expected time situation no later than 3 days from the adverse event.</p> <p>If continued adverse event and unless documentary evidence of default the Tutor is authorized at registration activities of the students also in 30 days.</p> <p>At the end of the lesson the Tutor immediately provides written communication of the adverse event and informs IEAD, TCP (Training Center Partner) manager QMS General secretary who activates of the provider of the information system and to assist the more appropriate cases.</p> <p>Teacher with sudden unavailability but communicated within 24 hours of the event</p> <p>The Classroom Tutor provides a timely announcement by any digital and telephone means to the Users enrolled in the frontal lesson.</p> <p>The newly informed Tutor of the adverse event provides written communication (Non-compliance) and to communicate informs at:</p> <p>IEAD TCP manager QMS General secretary</p>	<p>IEAD</p> <p>The IEAD Inspectors provide presence inspections or in skype connection to the classrooms where the frontal lessons are held</p> <p>IEAD</p> <p>constant monitoring on the resolution of the adverse event until the closure of the non-compliance</p>

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PQ 5.5.3 MANAGEMENT TCP Training Center Partner

Goals	Highlights
Develop a long-term partnership on strategic objectives for the delivery of training courses, qualifications and certifications	Notoriety on the reference market Teacher staff Financial capacity Classrooms environmental structure Management Quality System
Memorandum of Understanding with SLA (Service Level Agreement) defined and agreed to protection of the User	Use of tools to satisfy User satisfaction Procedure for identifying potential adverse events Data security procedure, privacy standard DGPR EU Regulation or higher

PQ 5.5.4 MANAGEMENT TCP Process

Responsibility	Tools	Process description	Supervisory authorities
General Secretary	Committees and Department	The committees and departments heads identify and select potential TCP Partners and initiate relationships until the Expression of Interest to collaborate with U.P.K.L.	Vicepresident vicarious
General Secretary	General Secretary Department heads Department heads	Writing and signature of the Memorandum of Understanding with SLA (Service Level Agreement) to protection Users and Annex A1.1 and Annex A3.1 Activity simulation stress test within 45 days next by signing the agreement positive result of the stress Test: start up of activity adverse events during Stress Test start up of monitoring and evaluation and recalibration of procedures of the TCP	Vicepresident vicarious IEAD IEAD IEAD and Vicepresident vicarious

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PQ 5.5.5 AFFILIATIONS MANAGEMENT

Goals	Highlights
Developing the network of Users interested to access at U.P.K.L. products and services	Notoriety on the reference market Territorial relations Staff human resource and management skills
Management of affiliation condition. Goals and of the cultural vision implementation policies. Benefits for users for use of the qualifications and certifications in relations with institutions and the private sector	Use of tools to growth of the User satisfaction Procedure for identifying potential adverse events Data security procedure, privacy standard DGPR EU Regulation or higher

PQ 5.5.6 AFFILIATIONS MANAGEMENT Process

Responsibility	Tools	Process description	Supervisory authorities
Departments	Committees	<p>The committee head identify and select the prospects structures to proposed affiliation and start up relationships up to the signed the affiliation to the relevant Department.</p> <p>Management of affiliate conditions deliberates of te General secretary Validation sign of subscription applicant form to U.P.K.L. Issuance of the registration certificate within 30 days from the regularization of the payment of the fees (see example Annex A4.1)</p> <p>The TCP manager in agreement all tutors transmits user registries to IEAD.</p> <p>The users who have completed the training required to can be qualified and certified. IEAD verify and validates of the compliance of the request and transmits the acts at General secretary who issue the Title and / or Certificate of qualification</p> <p>Potential adverse events Inability of the facility to register independently procedure to be implemented: the Head of Committee supports the user in registering and informs the Department head. The User reports the adverse event of lack of access login to the Web. The Committee head and / or the Head of Department support the user on registration action. When concluded the Department head inform the QSM to event so Non-compliance is log with a report. The QSM will active within 8 hours to resolve the problem with the provider of hosting service</p>	General secretary

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Departments	Satisfaction assessment questionnaire values from level to 1 to 5	Within 180 days of affiliation, the department head requests the subscription of the satisfaction evaluation questionnaire. satisfaction outcome value ≥ 3 : not any action dissatisfaction outcome value <3 The Department head will is active within 6 -12 hours to identify the cause of the dissatisfaction and adopts in agreement with the General secretary the appropriate measures to restore the level of satisfaction. The event must be concluded with a positive User feedback	General secretary IEAD
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PQ 5.5.7 INSTITUTIONAL RELATIONS MANAGEMENT

Goals	Highlights
Develop agreements with national and regional and local government institutions to promote Active Citizenship through U.P.K.L. programs and initiatives	Concrete availability the Institutions to organize events Signing of expenditure commitments to finance public interest activities
To individuate Institutions available to sign Memorandum of Understanding	Use of tools for the satisfaction measure of the local people

PQ 5.5.8 INSTITUTIONAL RELATIONS MANAGEMENT Process

Responsibility	Tools	Process description	Supervisory authorities
Vicepresident	Relations General secretary	Initiation of institutional and confidential contacts useful for defining the perimeter of the operations Drafting of the draft Memorandum of Understanding and start of negotiation Potential adverse events are addressed and resolved by adjusting the strategy or renouncing any agreement if it does not realize the common good of the population	U.P.K.L. Board

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PQ 5.5.9 IEAD MANAGEMENT

Goals	Highlights
IEAD is responsible for drafting the procedures for the issue of Certifications and Titles and so for their application.	IEAD receives the most information from the education Department and updates the actions on the following register: 1) objectives of the students training 2) Teaching method used by teachers 3) To check the minimum requirements of students who access to lessons 4) Application form to students approved by the heads of the Sports, holistic and real estate department
IEAD is responsible for the operational supervision of the partners and the departments and U.P.K.L. training centers	Use of tools to measure Users satisfaction Use of tools for the development of teachers' skills

PQ 5.5.10 IEAD MANAGEMENT Process

Responsibility	Tools	Process description	Supervisory authorities
IEAD Officer	PC Skype Evaluation questionnaires Checklist	<p>1) verify of student access to e-learning lessons and if badges are regularly issue</p> <p>2) Check and validate the student registration form</p> <p>4) During the check at the internal or external training centers the IEAD official verifies that regularly action will are indicated and correctly operated as are description by checklist of procedures</p> <p>a) Non-conformities are communicated to: Vice-President vicarious IEAD manager General secretary Education department TCP manager the Director of the Training Center (TCP) has ten days to communicate the propose of the resolution. If the infringements and if the User problems are not resolved within 30 days the director of the IEAD can penalize the Training Center until expulsion from the program. The student is reimbursed by the Training Center which has not respected the rules. The IEAD Officer assist to exam sessions in with presence or in streaming mode by skype</p> <p>The General secretary transmits the Registers of the e-learning platform www.sport-education.eu to IEAD who verification of the access Logs and the regularity of the issuance of the Badges who permit the issuance of the Titles and / or Certificates of the qualifications</p>	Vicepresident IEAD

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PQ 5.5.11 DEPARTMENTS MANAGEMENT

Goals	Highlights
<p>Organize the Departments as to be operational and development engine of the U.P.K.L.</p> <p>The Department head has the obligation to open the National and Local Committees in compliance with the objectives agreed with the General secretary</p>	<p>The department is functioned if the manager is qualified as:</p> <p>Person by recognized international or national reputation in the sector in which it operates</p> <p>Strong managerial skills and operational autonomy</p> <p>Absolute ethical-moral personality</p> <p>Absolute sharing of the vision and mission U.P.K.L. and total absence of conflicts of interest</p> <p>Always collaborative and cooperative attitude with the General secretary on the concrete issues and the implementation of the strategies that represent the public interest and the U.P.K.L. common good</p>

PQ 5.5.12 DEPARTMENTS MANAGEMENT Process

Responsibility	Tools	Process description	Supervisory authorities
Sport department heads	<p>Website U.P.K.L. and sport-education.eu</p> <p>Skype</p> <p>Evaluation questionnaire</p> <p>Mobile</p> <p>Affiliate quota distribution plan by sector</p>	<p>The Department heads develop and implement in every EU nation. and in the UK the opening policy of the Local Committees</p> <p>The appointment of the Local Committee head is the responsibility of the General secretary on the proposal of the Head of Department.</p> <p>The General secretary issues the decree after having received a copy signed by the interested parties of Annex A1 and Annex A3 and annex A5.2</p> <p>The Committee head is responsible together with the Head of Department for the affiliation of user structures.</p> <p>Sports sector Local Committees development program Minimum number of affiliated structures: 5 Functional dependence on the Department: YES Operation level to carry out promotion on the territory: maximum autonomy Training activity subordinated to U.P.K.L. : YES for the release of Levels 1-2-3 (Coach- Instructor - Master) (EQF 3-4) and European Social Sport Coach (EQF5) and International Social Sport Coach</p>	<p>General secretary</p> <p>Vicepresident vicarious</p> <p>IEAD</p>

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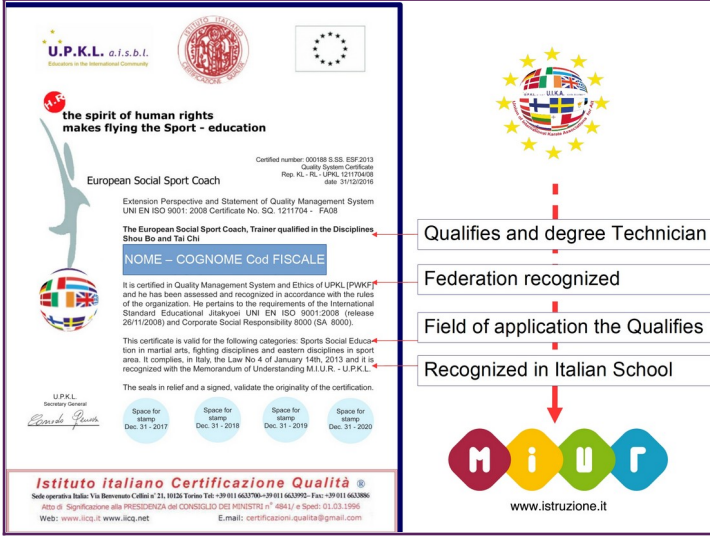
	<p>Economic and financial autonomy: YES Economic fund allocation: defined by U.P.K.L. with a written note by the General secretary as by Annex "Committee economic management table"</p> <p>Transfer of the fee shares pertaining to the Local Committee: 48 hours following the collection on the current account of the Department or U.P.K.L. bank account. (the funds are managed independently, it is the responsibility of the head of the committee to use the fund to carry out the committee institutional activities: reimbursement of expenses to promotional activities and internships educational and operational socialization activities, etc.)</p> <p>Diploma validity: International Recognition of diplomas in national systems: YES</p> <p>Local Committee logo with issue of the Certificate of Constitution Freedom to participate in promotional initiatives of the activities of other organizations: YES</p> <p>Restrictions are prohibited all activities with organism that result in conflict of interest on the issue of titles, qualifications and certifications similar as issued by U.P.K.L.. If a U.P.K.L. Teacher like a work in other Organism this activity must be authorized in writing by the General secretary with the favorable opinion of the Vice President vicarious.</p> <p>Access to e-learning platform to provide U.P.K.L. local members training activity: YES after validation of the educational program by the Education department with a favorable opinion from IEAD and written note by the General secretary.</p> <p>U.P.K.L. sets as an indispensable condition the spirit to harmonious and inclusive development of each structure of the territory . The local Committee head has a moral and constitutional and functional and substantial obligation to work to exercise the sharing of local power in order to reach the maximum level of inclusiveness. Every behavior must be oriented towards the pursuit of the public interest every proposal to the structures must be ratified in writing in order to offer maximum transparency. The local Committee head places User satisfaction at the center of every action and develops collaborative and cooperative activities with interested parties in order to achieve the their affiliation goal. The procedures PQ 5.5.11 and PQ 5.5.12 constitute an act to be read with the subjects interested in becoming members of the U.P.K.L.</p>	
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<p>Department head Eudynamics Real estate Value</p>	<p>Website U.P.K.L. and sport-education.eu Skype Evaluation questionnaire Mobile Affiliate quota distribution plan by sector</p>	<p>The Department head develops and implements in every EU country. and in the UK the opening policy of the Local Committees</p> <p>The appointment of the Local Committee head is the responsibility of the General secretary on the proposal of the Department head. The General secretary issues the decree after having received a copy signed by the interested parties of Annex A1 and Annex A3 and Annex A5.2 and Annex "Committee economic management table"</p> <p>The Committee head is responsible together with the Department head to enrolling Users in the training qualification and certification process of the figure of Eudynamics Specialist and Real Estate Evaluator</p> <p>Minimum number of Users to take advantage of the appointment of Head of Local Committee: 12 Users (the number can be reached in 9 Months).</p> <p>The appointment of the Local Committee head is the responsibility of the General secretary on the proposal of the Department head. The General secretary issues the decree after having received a copy signed by the interested parties of Annex A1 and Annex A3 and Annex 5.2 and Annex "Committee economic management table"</p> <p>Functional dependence on the Department: YES Operation level to carry out the promotion on the territory: maximum autonomy Economic and financial autonomy: YES Economic fund allocation: defined by U.P.K.L. with a written note by the General secretary as by Annex "Committee economic management table"</p> <p>Transfer of the fee shares pertaining to the Local Committee: 48 hours following the collection on the current account of the Department or U.P.K.L. bank account. (the funds are managed independently, it is the responsibility of the head of the committee to use the fund to carry out the committee institutional activities: reimbursement of expenses to promotional activities and internships educational and operational socialization activities, etc.)</p>	<p>General secretary Vicepresident vicarious IEAD</p>
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PQ 5.5.13 PRODUCTION OF CERTIFICATIONS

Goals	Highlights
<p>Realize in the shortest time possible and with excellent quality the Diplomas and certificates to be issued to the interested Users</p>	<p>Image quality</p> <p>Accuracy of texts and legislative references</p> <div style="display: flex; justify-content: space-around; align-items: center;">  </div>

PQ 5.5.14 PRODUCTION OF CERTIFICATIONS Process

Responsibility	Tools	Process description	Supervisory authorities
<p>General secretary</p>	<p>PC software XPRESS Photoshop</p>	<p>From the receipt of the lists validated by the Official IEAD, the Secretary General within 96 hours provides all the issuance of the Titles or Certificates and transmits it via e-mail to the Students and the Department head</p> <p>The title is placed in a register available to the public who accesses the consultation upon written request.</p> <p>Potential adverse events</p> <p>Blocking of computer systems (PC and Software) the problem is solved by the availability of a double and redundant system</p> <p>Loss of the transmitted information the emission request cycle. User / e-learning platform / TCP registers / IEAD and return from IEAD</p> <p>this flows provides up and return many log so reduce the possibility of data loss to a minimum.</p>	<p>IEAD</p>

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PQ 5.5.15 DIRECTORATE MANAGEMENT

Goals	Highlights
<p>The Directorate constituted by the Office of the Secretary General and the departments Legal and Tax and Human Rights and Education in addition at Office of the Vice-President Vicarious he are constitutes the nerve center and engine of the U.P.K.L.</p> <p>The objective is the circulation of information and materials and directives to make the operative strategies and to achieve the objectives</p>	<p>Knowledge of the skills of the collaborators and the motivations who influence they ability to act effectively.</p> <p>The speed of action and the use of the shortest possible time to market calculated between the taking of information and the strategic impact assessment on the vision and mission of the U.P.K.L. as and so related at the transmission of orders through the process of re-engineering strategy in sharing with the collaborators.</p>

PQ 5.5.16 DIRECTORATE MANAGEMENT Process

Responsibility	Tools	Process description	Supervisory authorities
General secretary	<p>Website U.P.K.L. and sport-education.eu</p> <p>Procedures and network of relationships and information</p>	<p>All information is acquired both in oral and written form and is processed in real time.</p> <p>The strategic impact assessment is subject to the pursuit of the public interest and the common good of U.P.K.L.</p> <p>The transmission of orders is carried out orally and confirmed according to the priority and relevance with written messages an including the use of social media.</p> <p>Potential adverse events Conflicting information in the information verification and evaluation process can lead to command errors.</p> <p>The search for consent allows you to minimize the negative impact of adverse events.</p>	U.P.K.L. Board

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PQ 5.5.17 QUALITY SYSTEM MANAGEMENT

Goals	Highlights
Communicate and share the quality procedures approved by U.P.K.L.	Satisfaction of Internal Members of U.P.K.L. in the use of the Manual and the Quality procedures
U.P.K.L. keeps the Quality Manual constantly updated	evaluation of the User satisfaction
To teach the new U.P.K.L. members the value and strategy Quality System	Generation of economic and financial value Market share generation
Monitor and record non-compliance events	Increase to Brand awareness
Developing improvement proposals so develop real action approved by management and test them to make them operational in to departments	Facilitation of institutional relations

PQ 5.5.18 QUALITY SYSTEM MANAGEMENT Process

Responsibility	Tools	Process description	Supervisory authorities
QSM	Website U.P.K.L. and sport-education.eu Procedures and network of relationships and information	<p>The proactive QSM acquires information and records non-conformities and keeps copies of the Manual up-to-date</p> <p>Every 180 days she administers the questionnaire to measure the satisfaction of the U.P.K.L. managers</p> <p>The QSM cooperates with IEAD and the General secretary for growth the efficiency of the U.P.K.L. Quality system</p> <p>Potential adverse events Conflicting information in the information verification and evaluation process which can lead to incorrect decision-making processes.</p> <p>The constant control of the application of the procedures must realize the satisfaction of the students and also common good of U.P.K.L. members so attention at our service standard levels allows you to minimize the negative impact of adverse events.</p>	IEAD

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6.0 QUALITY SYSTEM PLANNING

6.1 The actions to highlight and deal with risks and opportunities

During the Quality System planning the U.P.K.L. considers the interested parties and the field of application of the System to deal with risks and opportunities in order to:

- To ensure that the Quality System achieves the expected results
- Prevent, or reduce, unwanted effects
- Implement continuous improvement

Interested parties are:

- Users (Students)
- The institutions
- The general public
- The members of the association

U.P.K.L. plans:

A - Actions to deal with risks and opportunities as described in chapters 4.9 and 5.5

B - How to:

- make the actions effective and integrate within the processes
- evaluate its effectiveness

Risks are classified according to their priority.

The priority is determined by the product between the severity of the effects of the risk considered and the probability that the risk event will take place.

The actions taken to face the risks and seize the opportunities are proportional to the impact on the conformity of the product / service.

Actions to deal with risks and opportunities can be:

avoid the risk

accept the risk in order to pursue an opportunity

eliminate the source of risk

change its probability or effects

share the risk

decide in an informed way to take on the risk itself

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Risk Areas	Classification Value of caution [from 1 to 5]	Structures involved in the processes	Reaction times from information Working hours	Event registration	Monitoring and responsibility of development plans improvement
Users	5	Tutor TCP Department Committees IEAD General Secretary	from 1 to 4 hours from 4 to 8 hours from 8 to 12 hours from 12 to 16 hours from 16 to 24 hours from 24 to 48 hours	YES YES YES YES YES YES	NO YES YES YES NO YES
Products Qualifications Certifications	5	TCP Education Department IEAD General Secretary	from 4 to 16 hours from 16 to 24 hours from 16 to 24 hours from 24 to 48 hours	YES YES YES YES	YES YES YES YES
Affiliations	3	Committees Department General Secretary	from 8 to 12 hours from 12 to 16 hours from 16 to 24 hours	YES YES YES	NO YES YES
Titles qualification and Certificates issues	5	Tutor TCP Department Committees IEAD General Secretary	from 4 to 6 hours from 4 to 6 hours from 6 to 12 hours from 6 to 12 hours from 12 to 24 hour from 24 to 48 ore	YES YES YES YES YES YES	NO NO NO NO YES YES

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6.2 QUALITY OBJECTIVES AND PLANS

Quality objectives are set for the relevant levels, functions and processes.

The objectives for quality:

- they are consistent with the Quality Policy
- they are measurable
- to take into account the applicable requirements
- they are strongly correlated with product conformity and User satisfaction
- they are monitored
- they are communicated to the interested parties
- they are updated when necessary

U.P.K.L. retains documented information about the Quality objectives

IN PLANNING WAYS TO ACHIEVE QUALITY OBJECTIVES THE FOLLOWING ARE CLARIFIED:

- THE ACTIONS TO BE CARRIED OUT
- THE RESOURCES TO BE DEDICATED
- RESPONSIBILITIES FOR ACTIONS
- THE TIMING OF REALIZATIONS
- THE METHOD FOR EVALUATING THE RESULT

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6.3 CHANGE MANAGEMENT

If there is a need to make changes to the Quality System, the changes are carried out in a planned and systematic way.

U.P.K.L. considers:

- The purpose of the changes and all the related potential effects to achieve the satisfaction of the public interest and the common good of U.P.K.L.
- The need to preserve the integrity of the system
- The availability of resources
- The distribution or redistribution of responsibilities and authorities

6.4 REFERENCE QUALITY PROCEDURES

PQ 4.9- Risk Analysis

PQ 5.5 - Management of Objectives and Indicators

PQ 6.0 - Personnel Responsibilities, Authorities and Competences and verification of Minimum Requirements

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7.0 MEDIA

7.1 Resources

7.1.1 Overview

U.P.K.L. has determined and deployed the resources necessary to establish and implement and maintain the quality management system and to continuously improve its effectiveness.

They have been considered

- The internal existence of suitable resources
- The need to acquire external resources

7.1.2 Human resources

In order to ensure compliance with the user's requirements and the binding laws regulations and regulations U.P.K.L. has deployed the people necessary to conduct the activities and processes of the Quality Management System.

7.1.3 Infrastructures

U.P.K.L. determined and made available and kept efficient the infrastructures that contribute to determining the conformity of products and services.

- Departments
- Committees
- Hardware equipment
- Software systems

7.1.4 Work environments

U.P.K.L. has determined and manages the working environment necessary to achieve compliance of products and services.

Are considered

- The social aspects
- The psychological aspects
- The professional aspects

7.1.5 Resources for monitoring and measurement

When monitoring and measurement are used to demonstrate compliance of products and services with requirements the resources necessary to ensure valid and reliable results are determined.

The resources employed:

- They are appropriate for the type of measurement and monitoring envisaged
- They are kept under control in order to ensure their continuous efficiency in relation to the purpose

U.P.K.L. retains documented information as evidence of resource efficiency for measurement and monitoring in relation to the intended purpose.

In cases where the traceability of the measures

- It is a substantial requirement
- Corresponds to a need of interested parties

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- It is considered essential by the U.P.K.L. to gain full confidence in the validity of the results

the actions for the measurements are:

- Check at specified intervals or before using them
- against samples referable to international or national samples
- if such samples do not exist the reference adopted for definition or calibration or verification is recorded and maintained as documented information
 - Identified to let you know their verification or calibration status
 - Protected against adjustments that could invalidate measurement results

The validity of previous measurement results is assessed if it is found that the certificates does not comply with the requirements. If necessary appropriate corrective actions are taken.

7.1.6 Knowledge (Know How & know Why) of the U.P.K.L.

The knowledge necessary to achieve conformity of products and services is determined.

Knowledge is preserved and made available to the extent that it is useful.

In anticipation of developments, and in consideration of the trends of the parameters of the business context the U.P.K.L. considers existing knowledge, and determines how to acquire additional necessary knowledge.

To acquire additional knowledge we act on internal resources through

- error analysis
- the search for documents relating to the knowledge required
- the conservation of the experiments carried out

and on external resources through

- retrieval of standards and norms and codes and etc
- the activation of good practices of bodies similar to U.P.K.L.
- participation in quality meetings
- the establishment of a functional database for the purpose

7.1.7 Skills

U.P.K.L. determines the necessary skills for personnel who carry out activities that influence product quality.

Ensures that such staff are competent on the basis of appropriate training and experience

Where applicable, provide training or take other actions to acquire the necessary skills, and evaluate the effectiveness of the actions carried out.

U.P.K.L. retains documented information as evidence of skills.

7.1.8 Awareness

The people who work within U.P.K.L. know:

- The quality policy
- The general objectives for quality and the objectives for quality that concern them
- The effect of their activity on the effectiveness of the Quality System
- The implications of non-compliance with the requirements of the Quality System

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7.2 COMMUNICATION

U.P.K.L. has determined which internal and external communications are relevant for the management of the Quality System.

U.P.K.L. precise

- What you need to communicate
- When to communicate
- With whom to have communication
- How to communicate

7.3 DOCUMENTED INFORMATION

The Quality System includes:

- The most documented and classified information of maximum relevance is indicated in red in this Manual.
- The documented information that U.P.K.L. considers necessary for the effectiveness of the Quality System

The documented information is identified through:

- The title
- A reference code
- The issue / update date
- References to people who contributed to the issue / update

The documented information is defined in terms of:

- support (whenever possible, electronic rather than paper support is preferred)
- Language (Italian and English are normally used)
- Responsibility for reviews and approvals

The documented information is:

- Made available where and when needed
- Protected from improper use, loss of integrity and / or of confidentiality characteristics.

U.P.K.L., when applicable, monitors the information documented through prescriptions for:

- Distribution, access, use and collection
- Conservation, protection, readability
- Change management
- Archiving and cataloguing

Documented information of external origin, which U.P.K.L. deems necessary for the planning and management of the Quality System, they are identified and kept under control.

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7.4 Reference procedures

PQ 4.9- Management of documented information

PQ 5.5 - Management of measuring devices

PQ 6.0 - Personnel Responsibilities, Authorities and Skills and verification of Minimum Requirements

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8.0 OPERATIONAL ACTIVITIES

8.1 Plan and monitoring of activities

The processes listed in section 4.8 of this Manual are planned implemented and kept under control in order to meet the requirements specified for the products and services.

Actions are planned for:

- Determine the requirements of the products / services.
- Define the criteria for accepting processes, products and services.
- Determine the resources needed to achieve the products / services requirements.
- Monitor processes in accordance with established criteria.
- Keep the documents and information necessary to gain confidence that the processes are conducted as planned, and to demonstrate compliance of the products / services with the requirements.

The results of the planning are in agreement with the all organization of the U.P.K.L.

U.P.K.L. monitors the revisions of process schedules in order to avoid unwanted drifts and takes action to mitigate the effects if necessary.

The provisions for the control of the activities are conveyed through:

- Procedures
- Operating instructions
- Schemes or images

8.2 Determination of the requirements of the products / services

8.2.1 Communication with the User

U.P.K.L. has established processes to communicate with the User in relation to:

- information about the product and the service.
- acknowledgment of the user's perception and point of view including complaints.
- specific and contingent requests when relevant.

8.2.2 Determination of product / service requirements

U.P.K.L. has established and applied processes to determine the requirements of the products and services offered to potential Users.

U.P.K.L. ensures:

- that the specifications of the products and services (towards the User and necessary for the U.P.K.L.), And the binding rules and laws are defined.
- who has the ability to comply with the defined specifications and manage complaints for the product / service offered.

8.2.3 Review of product / service requirements

U.P.K.L. re-examine:

- the requirements specified by the User, including after-sales activities.
- the requirements not specified by the User, but necessary for the use of the product / service
- the applicable laws and regulations.
- the content of the amendments to the contracts and SLA (service level agreement).

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The review is conducted in U.P.K.L. before transmitting the product / service to the Users.
The review ensures that any conflicting divergences are resolved.

In cases where the Users does not transmit to U.P.K.L. their requirement in a formalized way U.P.K.L. formalises the context and communicates it to the user.

U.P.K.L. retains documented information as evidence of conducting the review.
If the requirements of the product / service are updated, the documented information related to the update is modified and the people mainly concerned are informed.

8.3 Design and development of products / services

8.3.1 General

- The requirements of U.P.K.L. products / services are historically defined in detail. Any new qualifications will be designed by implementing the management of a Design and Development process.
- The requirements of U.P.K.L. products / services are defined including by interested parties other than the User.

8.3.2 Plan of Design and Development

In defining the phases and control of the Design and Development to qualifications U.P.K.L. has considered:

- the nature, duration and complexity of the design and development activities.
- requirements that provide indications regarding particular phases of the process, including Design and Development reviews.
 - the needs or requests for verification and validation.
 - the authorities and responsibilities connected with the Design and Development process.
 - the need to involve a panel of potential Users to examine market expectations
 - the need to produce documented information confirming that the design and development requirements have been met.

8.3.3 Inputs to Design and Development

U.P.K.L. it determined:

- the essential requirements for the specific product / service to be designed and developed including when if are applicable functional and performance requirements.
- the laws and other applicable binding codes.
- the standards or best practices that U.P.K.L. is committed to applying.
- internal and external resources for the Design and Development process.
- the potential consequences of errors, in relation to the nature of the product / service.
- the level of process control expected by the User and / or other interested parties.

The inputs are adequate, complete, unambiguous. Any conflicts between inputs are resolved.

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8.3.4 Design and Development Control

U.P.K.L. HAS KEPT AND MONITORS DESIGN AND DEVELOPMENT SO THAT:

- THE RESULTS OBTAINED FOR THE EUROPEAN SOCIAL SPORT COACH PROGRAM THROUGH THE PROCESS HAS BEEN CLEARLY DEFINED.
- THE DESIGN AND DEVELOPMENT REVIEWS HAVE BEEN PLANNED IN ISOLATION
- APPROPRIATE CHECKS WERE CONDUCTED TO ENSURE THAT INPUTS WERE CONSIDERED.
- APPROPRIATE VALIDATIONS ARE OBTAINED FROM THE XG HEPA COMMISSION, THE ITALIAN MINISTRY OF EDUCATION, CONDUCTED IN ORDER TO ENSURE THAT THE RESULT IS IN COMPLIANCE WITH THE APPLICATION AND USE OF THE PRODUCT / SERVICE.

8.3.5 OUTPUTS TO DESIGN AND DEVELOPMENT

U.P.K.L. ENSURES THAT THE OUTPUTS FROM DESIGN AND DEVELOPMENT:

- SATISFY THE INPUTS TO DESIGN AND DEVELOPMENT.
- PROVIDE ADEQUATE INFORMATION FOR PROCUREMENT, PRODUCTION AND FOR THE PROVISION OF SERVICES.
- CONTAIN OR RECALL THE MEASUREMENT AND CONTROL CRITERIA OF THE PRODUCT, AND THE ACCEPTANCE CRITERIA
- SPECIFY THE CHARACTERISTICS OF THE PRODUCTS WHICH ARE ESSENTIAL FOR THEIR SAFE AND ADEQUATE USE.

ALL THE DESIGN AND DEVELOPMENT OUTPUTS CONSTITUTE DOCUMENTED INFORMATION.

8.3.6 CHANGES TO THE DESIGN AND DEVELOPMENT

U.P.K.L. REVIEWS, MONITORS AND IDENTIFIES THE CHANGES MADE TO THE INPUTS AND OUTPUTS OF THE DESIGN AND DEVELOPMENT. IT HAS BEEN VERIFIED THAT THEY HAVE NO NEGATIVE IMPACT ON COMPLIANCE WITH THE REQUIREMENTS OF THE DESIGNED PRODUCT / SERVICE.

DOCUMENTED INFORMATION RELATING TO THE CHANGES IS RETAINED.

8.4 MANAGEMENT OF EXTERNAL SUPPLIERS OF PRODUCTS / SERVICES

8.4.1 OVERVIEW

U.P.K.L. ENSURES THAT THE PRODUCTS / SERVICES SUPPLIED EXTERNALLY COMPLY WITH THE SPECIFIED REQUIREMENTS. SPECIFIC REQUIREMENTS ARE APPLIED FOR:

A: THE SUPPLIERS OF PRODUCTS / SERVICES THAT BECOME PART OF THE U.P.K.L. PRODUCT / SERVICE

AND THAT IS:

THEY HAVE ABILITY TO MAINTAIN CONSTANT QUALITY

THEY HAVE FINANCIAL CAPACITY TO PROVIDE THE REQUESTED SERVICES / PRODUCTS

B: THE TCP SUPPLIERS OF PROCESSES OR SUB-PROCESSES OF THE SYSTEM, WHICH U.P.K.L. HAS DECIDED TO OUTSOURCE.

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AND THAT IS:

TRAINING, ARE ADEQUATE TO THE STANDARDS REQUIRED BY U.P.K.L.

U.P.K.L. ESTABLISHES AND APPLIES APPROPRIATE CRITERIA FOR THE EVALUATION, SELECTION AND MONITORING OF SUPPLIER PERFORMANCE. THIS IS IN CONSIDERATION OF THEIR ABILITY TO PROVIDE PRODUCTS / SERVICES THAT COMPLY WITH THE SPECIFICATIONS.

DOCUMENTED INFORMATION RELATING TO THE ASSESSMENT AND REVALUATION, SELECTION AND MONITORING OF SUPPLIER PERFORMANCE IS KEPT

8.4.2 TYPE AND EXTENT OF CONTROLS ON SUPPLIES.

IN DETERMINING THE TYPE AND EXTENT OF CONTROLS TO BE APPLIED TO SUPPLIES, U.P.K.L. CONSIDERS:

A. THE POTENTIAL IMPACT OF THE PROCESSES, PRODUCTS AND SERVICES SUPPLIED EXTERNALLY ON THE COMPANY'S ABILITY TO MEET CUSTOMER SPECIFICATIONS, AND BINDING EXTERNAL STANDARDS.

B. THE EFFECTIVE CONTROL APPLIED BY THE SUPPLIERS THEMSELVES

U.P.K.L. ESTABLISHES AND APPLIES THE TESTS, CONTROLS AND OTHER ACTIVITIES THAT ARE NECESSARY TO ENSURE THAT THE PROCESSES, PRODUCTS AND SERVICES SUPPLIED TO THE OUTSIDE DO NOT HAVE NEGATIVE EFFECTS ON THE COMPANY'S ABILITY TO DELIVER COMPLIANT PRODUCTS / SERVICES TO THE CUSTOMER.

THE PROCESSES AND FUNCTIONS THAT U.P.K.L. ENTRUSTED EXTERNALLY REMAIN WITHIN THE SCOPE OF THE QUALITY SYSTEM. CONSEQUENTLY, CONSIDERING POINTS A AND B, THE CONTROLS APPLICABLE TO SUPPLIERS AND TO THE PRODUCT SUPPLIED ARE DEFINED.

8.4.3 INFORMATION TO EXTERNAL SUPPLIERS

U.P.K.L. COMMUNICATE TO SUPPLIERS, IF APPLICABLE, REQUIREMENTS IN RELATION TO:

A. PRODUCTS / SERVICES AND PROCESSES CREATED ON BEHALF OF U.P.K.L.

B. APPROVAL ON DELIVERY OF THE PRODUCT / SERVICE; METHODS, PROCESSES, EQUIPMENT.

C. PERSONNEL SKILLS, INCLUDING THE NECESSARY QUALIFICATIONS

D. INTERACTIONS WITH THE U.P.K.L. QUALITY SYSTEM

E. THE CONTROLS AND MONITORING THAT U.P.K.L. INTENDS TO APPLY ON THE SUPPLIER AND SUPPLIES

F. THE VERIFICATION ACTIVITIES THAT U.P.K.L., OR ITS USER, INTENDS TO CARRY OUT AT THE SUPPLIER'S PLACES

IT IS ENSURED THAT THE ADEQUACY OF THE INFORMATION TO THE SUPPLIER IS VERIFIED BEFORE TRANSMISSION.

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8.5 PRODUCTION / PROVISION OF THE SERVICE

8.5.1 Control of production and service delivery

The company plans and carries out production and service delivery activities under controlled conditions, including shipping and after-sales activities

These conditions include, if applicable:

- a) the availability of documented information describing the characteristics of the product / service,
- b) the availability of documented information describing the activities and expected results
- c) the monitoring and measurement activities necessary to verify the processes and the outputs of the processes themselves, against defined acceptance criteria.
- d) Workplaces and environments
- e) The availability of suitable resources for monitoring and measurement
- f) The competence and, if required, the qualification of the people
- g) The validation, and the periodic re-validation of the production and service delivery processes whose final result cannot be verified by subsequent monitoring or measurement activities
- h) The release of products / services, shipping and after-sales activities

8.5.2 Identification and traceability

U.P.K.L., if this is necessary to ensure the conformity of the product / service, adequately identifies the Outputs of the processes.

Progress is identified in relation to monitoring and measurement requirements.

The unique identification of the product / service is kept under control.

The related documented information is kept

8.5.3 Preservation

U.P.K.L. ensures the preservation of the Process Outputs during production and the provision of services, to the extent that this is necessary to maintain compliance with the requirements.

8.5.5 After-sales activities

When applicable, U.P.K.L. respects the requirements of the after-sales activities of the product / service. To determine the nature and extent of the after-sales activity, the following are considered:

- A: The risks associated with the product / service
- B: The nature, use and life time of the product / service
- C: The information returned by the User
- E: The mandatory legal and regulatory requirements

The after-sales activity essentially consists of:

Continuous assistance activity

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8.5.6 Change management

Unplanned changes to the product / service are reviewed and monitored to ensure compliance with the specified requirements.

Documented information relating to the results of the change reviews, to the persons authorized to approve the changes, to the actions taken are kept.

8.6 Release of the product and service

U.P.K.L. has applied the planned activities, in the appropriate phases of the processes, to verify that the product / service complies with the requirements.

Documented information is maintained to demonstrate compliance with the acceptance criteria.

The delivery of the products / services to the Customer is always preceded by the activities planned for the verification of conformity. Delivery is performed only in the face of a positive result of the checks, or in any case upon approval by the competent authority, or, if applicable, by the User.

Documented information provides traceability of the names of the persons authorized to release the product / service.

8.7 Management of non-conformities of process output and of the Product / Service

U.P.K.L. identifies and monitors Process Outputs, and Products / services that do not comply with the requirements. This is to avoid unwanted use and / or shipping to customers.

Appropriate corrective actions are taken, based on the nature of the product / service non-compliance.

This also applies to non-conformities identified after the shipment of the product or after the provision of the service.

Non-conformities of the product / service are treated by:

- a) Correction
- b) Segregation, containment, recall from the market or suspension of supplies
- c) Customer information
- d) Obtaining authorization for
 - use the product / service "as is"
 - proceed with a new release or a new supply
 - operate under concession

In the case of a) - Correction -, the correct product / service will be subject to a new conformity check.

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9.0 PERFORMANCE EVALUATION

9.1 Monitoring, measurement, analysis and evaluations

9.1.1 Overview

U.P.K.L. it determined:

1. What you need to monitor and measure
2. Methods for monitoring, measurement, analysis and evaluations, in order to ensure reliable results
3. When monitoring and measurement activities are to be carried out
4. When the results of monitoring and measurement are to be test and measured

Monitoring and measurements are carried out against specified requirements, and documented information is kept, showing the results.

Quality performance and quality system effectiveness are assessed

9.1.2 Customer satisfaction

U.P.K.L. monitors the perception of the customer regarding the satisfaction of his expressed needs.

Channels are set up to obtain information on customers' opinions regarding the organization, products and services.

The information derives from:

- from questionnaires submitted to Users
- from the data relating to the quality of the products delivered and the services provided.
- from penetration data on markets, areas, types of customers.
- from congratulations or appreciation sent by Users to U.P.K.L.
- from the opinions of the institutions and opinion makers

9.1.2 Analysis and evaluations

The data deriving from monitoring and measurements are tested and evaluated.

The results of the analysis and evaluations are used for:

- demonstrate compliance of the product and service with the requirements
- become aware of customer satisfaction and increase it.
- demonstrate the effectiveness of the Quality System
- demonstrate that what was planned has actually been carried out
- become aware of the performance of the processes
- become aware of the performance of the Suppliers
- identify the need for improvements

The results of the tests and evaluations constitute entry data to the Management Review

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9.2 Internal audits

U.P.K.L. carries out, at scheduled intervals, Internal Audits, in order to acquire information that determines how much its Quality System:

- conforms to its specifications
- complies with EN 14: 2010 - EQF UNI CEI EN ISO / IEC 17024: 2012 standards
- is actually implemented and kept active

An Audits program has been established which specifies the frequency of the Internal Audits, the management methods, the associated responsibilities, the reporting methods. The program considers the Quality objectives, the importance of the audited processes, the information returned by the Customer, the changes that may have an impact on the organization, the results of previous audits.

The field of application and the criteria for conducting it are defined for each Audit. Auditors are selected to ensure impartiality and objectivity.

The selected Auditors express, at least, the following requirements:

If internal to the Company

- Competence on Quality Management Control
- Knowledge of products / services
- Knowledge of the English language
- Managerial competence and training processes

If external to the Company

- Competence on Quality Management Control
- Knowledge of products / services
- Knowledge of the English language
- Managerial competence and training processes

The results of the activity are brought to the attention of the Management.

When the results of the audit activity make it necessary, appropriate corrective actions are taken, without undue delay.

Documented information is kept, in evidence of compliance with the Audit program, and the results of each Audit.

9.3 Management reviews

9.3.1 Conducting Reviews

The Management reviews the Quality System at planned intervals, in order to ensure its continuous adequacy and effectiveness.

The reviews are planned and conducted considering:

- the status of the actions set in the previous review
- internal and external changes that are relevant, in relation to the Quality System, including strategic corporate decisions.
- information on the performance of the Quality System, including trends and indicators correlated with:

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- non-conformities and corrective actions
 - the results of monitoring and measurements
 - the results of the audits
 - User satisfaction
 - suppliers, and other relevant stakeholders
 - the adequacy of the resources dedicated to maintaining an effective Quality System.
 - the performance of processes, products and services
-
- the effectiveness of the actions taken to highlight and treat risks and opportunities (see 6.1).
 - new opportunities for improvement.

9.3.2 Results of the reviews

The outputs of the reviews include decisions and actions related to:

- opportunity for continuous improvement.
- any need to modify the Quality System, including resource needs.

Documented information is kept, showing the results of the reviews.

9.4 Reference Quality Procedures

From PQ 5.5.1 to PQ 5.5.8 Performance evaluation (including the measure of User satisfaction)

PQ 5.5.9 - PQ 5.5.10 Internal audits

PQ 5.5. 15 - PQ 5.5.16 Management reviews

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10.0 IMPROVEMENT

10.1 General

U.P.K.L. identifies and selects improvement opportunities; implements the necessary actions to meet the customer's requirements, and increase their satisfaction.

This includes, when appropriate:

- The improvement of processes to prevent non-conformities
- The improvement of products and services to meet the User's needs, expressed or expected.
- The improvement of the results of the Quality System

10.2 Non Conformities and Corrective Actions

When Non Conformities arise (including those that originate from Complaints) the Company reacts by implementing actions to keep them under control, correct them and minimize their consequences.

The need to take actions to eliminate the causes is assessed, in order to prevent non-conformities from happening again.

The assessment of the need to take corrective action considers:

- the analysis of non-compliance
- the study of the causes
- the existence of similar Non-Conformities, or similar potential Non-Conformities
- the importance of Non Conformity, in terms of influence on the User

The necessary corrective actions are carried out.

The scope of the Action is appropriate to the effect of the Non Conformity

The effectiveness of the Actions is reviewed.

Changes to the Quality System are implemented when necessary.

Documented information is kept, showing the nature of the non-conformities and the consequent actions taken.

Documented information is kept, showing the effectiveness of the Corrective Actions.

10.3 Continuous improvement

Our company intends to continuously grow the convenience, adequacy and effectiveness of the Quality System.

All the results of the tests and evaluations are considered, as well as the output elements of the Management Review, to identify areas of performance that can be improved and opportunities for continuous improvement.

When applicable, we use tools, techniques and methodologies to investigate the causes of non-conformities, and support continuous improvement.

The methodologies, techniques and tools that are available in U.P.K.L., are:

- **Cause / Effect Comparison**

10.4 Quality Reference Procedures

From PQ 5.5.17 to PQ 5.5.18 Management of Non Conformities and Corrective Actions

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