

CERTIFICATO n°
CERTIFICATE n° **14363**

SI CERTIFICA CHE L'ORGANIZZAZIONE
WE HEREBY CERTIFY THAT THE ORGANIZATION

TWY S.R.L.

IT - 20159 MILANO (MI) - VIALE EDOARDO JENNER 55

NELLE SEGUENTI UNITA' OPERATIVE / IN THE FOLLOWING OPERATIVE UNITS

IT - 10137 TORINO (TO) - CORSO ENRICO TAZZOLI 215/12/b

IT - 20159 MILANO (MI) - VIALE EDOARDO JENNER 55

HA ATTUATO E MANTIENE UN SISTEMA DI GESTIONE QUALITA' CHE E' CONFORME ALLA NORMA
HAS IMPLEMENTED AND MAINTAINS A QUALITY MANAGEMENT SYSTEM WHICH COMPLIES WITH THE FOLLOWING STANDARD

UNI EN ISO 9001:2015

PER LE SEGUENTI ATTIVITÀ / FOR THE FOLLOWING ACTIVITIES

SETTORE CODE **IAF 35**

Progettazione sviluppo ed erogazione di servizi di contact center Inbound e Outbound anche
mediante distribuzione alla rete di call center gestiti da società controllate.

*Design, development and provision of inbound and outbound contact centre services also through
distribution to the call centre network operated by subsidiaries.*

IL PRESENTE CERTIFICATO È SOGGETTO AL RISPETTO DEL REGOLAMENTO PER LA CERTIFICAZIONE DEI SISTEMI DI GESTIONE
THE USE AND THE VALIDITY OF THE CERTIFICATE SHALL SATISFY THE REQUIREMENTS OF THE RULES FOR THE CERTIFICATION OF MANAGEMENT SYSTEMS

PRIMA EMISSIONE
FIRST ISSUE 24/02/2009

DATA DELIBERA
DECISION DATE 24/10/2023

DATA SCADENZA
EXPIRY DATE 23/10/2026

EMISSIONE CORRENTE
CURRENT ISSUE 24/07/2025



Marco Martinelli
CERTIQUALITY S.r.l. IL PRESIDENTE
Via G. Giardino 4 - 20123 MILANO (MI) - ITALY



SGQ n. 008 A

Membro degli Accordi di Mutuo riconoscimento EA, IAF e ILAC.
Signatory of EA, IAF and ILAC Mutual Recognition Agreements.



www.cisq.com

CISQ è la Federazione Italiana di Organismi di
Certificazione dei sistemi di gestione aziendale. CISQ
is the Italian Federation of management system
Certification Bodies.

Certificate

CISQ/CERTIQUALITY S.r.l. has issued an IQNET recognized certificate that the organization:

TWY S.R.L.

IT-20159 MILANO (MI) - VIALE EDOARDO JENNER 55

has implemented and maintains a/an
Quality Management System

for the following scope:

Design, development and provision of inbound and outbound contact centre services also through distribution to the call centre network operated by subsidiaries.

which fulfils the requirements of the following **standard**:

ISO 9001:2015

Issued on: 24/07/2025

First issued on: 24/02/2009

Expires on: 23/10/2026

Registration Number: **IT- 55853 - 14363**



Alex Stoichitoiu
President of IQNET



Mario Romersi
President of CISQ



This attestation is directly linked to the IQNET Member's original certificate and shall not be used as a stand-alone document.

IQNET Members*:

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Cro Cert Croatia **DQS Holding GmbH** Germany **EAGLE Certification Group** USA **FCAV** Brazil **FONDONORMA** Venezuela **ICONTEC**
Colombia **ICS** Bosnia and Herzegovina **Inspecta Sertifointi Oy** Finland **INTECO** Costa Rica **IRAM** Argentina **JQA** Japan **KFQ** Korea
LSQA Uruguay **MIRTEC** Greece **MSZT** Hungary **Nemko AS** Norway **NSAI** Ireland **NYCE-SIGE** Mexico **PCBC** Poland **Quality Austria**
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* The list of IQNET Members is valid at the time of issue of this certificate. Updated information is available under www.iqnet-certification.com