

COMPANY POLICY

The European School of Oncology (ESO) is an independent, non-profit organization founded in 1982 by Umberto Veronesi and Laudomia Del Drago, with the mission of contributing to the reduction of cancer mortality through high-quality education for oncology professionals.

We believe that all patients have the right to competent and equitable cancer care, and for this reason we are committed to designing and delivering advanced training programmes, reaching areas where the need for knowledge is greatest, both geographically and scientifically.

OUR COMMITMENTS TO QUALITY

In accordance with the requirements of the **UNI EN ISO 9001:2015** standard and with the provisions of **Annex A for CME** (Continuing Medical Education) accreditation, ESO is committed to:

1. Understanding and responding to the needs and expectations of interested parties.
2. Ensuring compliance with regulatory, contractual, and voluntary requirements, with particular reference to CME (Continuing Medical Education) regulations and best practices in healthcare training.
3. Designing, organizing, and delivering training activities aligned with its vision and mission.
4. Promoting the adoption of a process-based approach, supported by adequate assessment of risks and opportunities, to ensure a robust, sustainable system oriented toward continuous improvement.
5. Defining measurable quality and educational effectiveness objectives consistent with the institutional mission, monitoring results through key performance indicators, participant feedback, and internal audits.
6. Ensuring leadership by Management and the commitment of all staff in supporting the policy, fostering a culture based on responsibility, collaboration, competence, and continuous development.
7. Enhancing the role of the Scientific Director and the Scientific Committee, ensuring independence in defining training objectives and content, and the absence of conflicts of interest.
8. Investing in the continuous improvement of the Quality Management System through corrective actions, periodic reviews, documentation updates, and active involvement of all human resources.
9. Promoting the satisfaction of participants and stakeholders through a structured system for collecting, analysing, and using information to improve the training offer.

Milan, 30/10/2025