

QUALITY ASSURANCE POLICY

Profelmnet operates based on the principles of the Quality Management System which is based on the requirements described in **ISO 9001: 2015**.

The company designs, develops and manufactures RF automation systems for a large range of usages. The philosophy and goal of the company, through the implementation of the Quality Management System, is the continuous increase of the customers' and interested parties' (employees, shareholders, social environment) satisfaction, concerning their expressed and future needs.

Quality Management System main objectives are:

- The production of products that meet the market requirements.
- The reliable, prompt and stable support and service of all customers and interested parties.
- The meet of legislative and regulatory requirements related to the company's activities.
- The constant improvement of the Quality Management System implemented by the company.
- The development of new opportunities to satisfy customer's and all interested parties expectations.

The core processes of the Quality Management System, determine processes such as:

- Continuous monitoring of the effectiveness and relevance of the system, through annual reviews by the company's management and internal audit.
- Provide the necessary resources for the efficient operation of the system.
- Clear identification of customer's requirements.
- Continuous monitoring of supplier's performance.
- Continuous staff training and development.
- Continuous monitoring and measurement of customer's satisfaction.

The SWOT and risk/opportunity analysis guide the company to constantly improve the products, services and procedures, identifying new opportunities and future threats.

Commitment to application of the principles of the Quality Management System is assured by the constant training of the company's personnel in order to create awareness of the Quality Management System aims and philosophy.

Date

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General Manager and CEO

L.PSARROS


Α. ΨΑΡΡΟΣ ΚΑΙ ΣΙΑ Ο.Ε.
ΕΙΣΑΓΩΓΕΣ – ΚΑΤΙΕΣ ΗΛΕΚΤ. ΥΛΙΚΟΥ
ΑΓ. ΔΗΜΗΤΡΙΟΥ 286Α, Τ.Κ. 11342, ΑΓ. ΔΗΜΗΤΡΙΟΥ
ΑΦΜ: 800845047 - ΔΟΥ: ΑΓ. ΔΗΜΗΤΡΙΟΥ
ΑΡ. ΓΕΜΗ: 142799401000
ΤΗΛ.: 210 9850244 - FAX: 210 9823264