

QUALITY POLICY OF SYSTEMIC R.M. S.A.

The Management of **SYSTEMIC R.M. S.A.** Bound:

- The **full coverage of customer requirements** in every transaction with the company.
- The **continuous improvement of the quality** of services / products provided to its customers, in order to meet their needs to the maximum possible extent.
- The **provision of all necessary resources** for the **implementation and continuous improvement** of the Quality System.
- The **lawful and proper operation of the business**, following faithfully and without deviation everything that is mentioned in the current legislation and is related to its activity.
- Ensuring **that quality policy and quality objectives** are defined and **fully compatible with the company's framework and strategic management**.

Quality objectives have been set and maintained as part of internal control procedures, monitoring and system review with the ultimate goal of increasing customer satisfaction. Increasing sales at all levels of the business while maintaining or increasing staff interact and cooperate with high customer satisfaction, zero complaints and system non-conformities.

In the above context, **SYSTEMIC R.M. S.A.** Aims:

- the development and institutionalization of simple and flexible operating procedures.
- standardization of working methods.
- ensuring the stability of the quality of the services / products offered.
- the development of mechanisms for early prevention and detection of quality problems.
- the improvement and modernization of the company's organizational structures.
- increase customer satisfaction.

It is the belief of **SYSTEMIC R.M. S.A.** that the implementation of the Quality System according to the international standard **ISO 9001:2015** will contribute greatly to the implementation of the company's objectives. We strongly believe that quality is achieved through the perfect organization of the company as well as by analyzing, recording, institutionalizing, and implementing clear operating procedures which are faithfully followed by all, until the final result is produced.

We declare that in the company:

- Quality is the guiding principle of all its activities.
- The final judges of the quality of services/products are the customers.

FROM THE MANAGEMENT