

## **QUALITY POLICY OF SCIENTACT S.A.**

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The company with the aim of satisfying and ensuring the trust of customers and fulfilling certain quality standards implements a Quality Management System in accordance with the requirements of the International Standard ISO 9001: 2015.

The main goal of the Quality Management System is to create a basis for the continuous improvement of the efficiency of its processes, always having in mind the continuous satisfaction of the needs and the expectations of its customers as much as possible.

### **Field of application**

The company's Quality Management System covers :

- **The Design, Trade, Installation and After Sales Support of Environmental Parameters Monitoring Systems**
- **The trade of Laboratory and Measuring Equipment**

and was designed in accordance with the needs and aspirations of the Company and the Legal and Regulatory Requirements of the current Greek and Community Legislation.

### **Our company is committed to :**

- The continuous improvement of the Quality Management System under the responsibility of the Management and through techniques, such as internal inspections of the System, Corrective - Preventive Actions, Data Analysis resulting from communication with customers, Administrative Review of the System.
- The management on behalf of the Management of all those necessary resources and means, which will aim at the continuous upgrade of the Quality Management System ISO 9001: 2015.
- The establishment of measurable (qualitative and / or quantitative) quality objectives, in order to control the effectiveness of the Quality Management System and the degree of satisfaction of its customers. The effectiveness of the objectives is controlled through the Management Review Procedure and the relevant documented information.
- The compliance of its services with the applicable Legal and Regulatory Requirements of Greek and Community Legislation.
- The continuous information and training of the staff.
- Monitoring and managing risks that could have a negative impact on product and service compliance with quality objectives and ultimate customer satisfaction.
- Recognizing and leveraging opportunities that could help improve the effectiveness of the Quality Management System and therefore the satisfaction of its customers.
- Monitoring critical parameters of its processes, in order to ensure quality at all levels of operation.

The Head of Quality Management is responsible for the implementation of the Quality Policy.

The heads of each department are appointed to be responsible for implementing the Quality Policy in their departments.

Compliance with the Quality Policy is mandatory for all its employees.

Quality Policy is reviewed annually and approved by the President of the company.

Thessaloniki, 08/01/2018

**Anastasios Mamanis**  
PRESIDENT & CEO