

## QUALITY POLICY

The Quality Policy, on the basis of which all "REFORMED" actions are planned, is summarized in the following points:

- ❖ Achieve and maintain quality of service at the level promised to customers, using the best available knowledge and expertise for the company's financial capabilities.
- ❖ Specialisation in its areas of activity.
- ❖ Modern and responsible approach to the needs of REFORMED'S customers.
- ❖ Qualitative and quantitative improvement of the level of the provided services
- ❖ Meeting project requests within the agreed deadlines and always in accordance with the established terms.
- ❖ Ensure that partners are trained and educated so that quality consciousness and expertise is pervasive in their work.
- ❖ Continuous effort to reduce customer complaints and non-compliant services.

The company has developed and implemented a quality management system in accordance with the requirements of EN ISO 9001:2015 standard which covers the following activities:

***'PROVISION OF CONSULTANCY SERVICES FOR THE ELABORATION OF TECHNO-ECONOMIC STUDIES, RESEARCH, DIGITAL DESIGN AND DEVELOPMENT ACTION PLANS IN PUBLIC AND PRIVATE SECTOR IN HEALTH SERVICES'***

The applicable quality management system supports the achievement of the objectives set by the company, which are related to customer satisfaction, the minimization of complaints and non-compliances, the excellent cooperation with suppliers, the continuous training of staff, the monitoring of changes in the legislative-regulatory framework concerning its activities and the continuous improvement of the provided services while complying with the regulatory requirements concerning in its activities.

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Manager

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