

QUALITY POLICY

“Quality” to THRACE POLYFILMS S.A. is synonymous to respect towards the customer and satisfying their needs to the highest degree possible. This goal is directly linked to the complete understanding of the customer needs by all the people and management levels of the Company involved with the main objective being to continuously improve the services and products we supply.

The fundamental principle and prime vision of the Company is the provision of dependable and high quality products that fully meet the applicable legislative and regulatory requirements in Greece and abroad. For this reason, the company has adopted a Quality Management System according to the International Standard ISO 9001 which applies to all activities affecting the quality of products and services.

The application of these modern quality standards, is designed to prevent all possible malfunctions in all levels of production of a product, starting with the production, the distribution, up to and including after sales service.

To achieve all this, the Company's Management is committed to:

- Inspire a Total Quality education for all staff, based on teamwork, appropriate training and the contribution of all employees.
- Setting the objectives for quality and closely following them through the reviews by the Senior Management.
- Sets measurable objectives for quality. These objectives are established and evaluated as to the degree of their achievement in the framework of the review of the QMS by the Senior Management of the Company.
- Continuously reviews and improves the characteristics of products and services, wherever possible, and the effectiveness of its processes.
- Provides the necessary resources and means to ensure the smooth, efficient and effective operation of each department of the Company.
- Invests in continuous training, information and education of its executives to promote Quality in every activity.
- Monitors, measures and evaluates the critical parameters and processes to ensure continuous improvement of the QMS.
- Conveys the results of the reviews at all levels of government and the Company ensures that it is perfectly understood by all.
- It establishes and maintains partnerships with suppliers and customers to optimize the value chain.
- Ensures that customer and regulatory requirements are fully understood and publicized within the company.
- Willingly responds positively to customer comments

The determining factor for the conquest of Quality objectives is considered the active participation and contribution of all human resources of the company.

The orientation of the company to improve Quality is an integral part of its development plans, with results expected to improve competitiveness and the business location and its workforce.

For THRACE POLYFILMS S.A.:



K. MAVROMATIS

OPERATIONS MANAGER



K. KARATZOGLIDOU

QUALITY ASSURANCE