

QUALITY POLICY

The Management of ASTRONET Company has defined and documented its policy, objectives as well as its commitment to Quality, based on the implementation of a Quality Management System according to the international standard EN ISO 9001:2015.

The Quality Policy is tailored to the Company's organizational goals, as well as to the requirements and expectations of its customers.

The Company's System covers the Provision of IT Services – Studies of Information and Telecommunications Systems – Supply, Installation, Configuration and Technical Support of Network & Telecommunications Equipment and was designed in accordance with the needs and objectives of the Company and in accordance with the Legal and Regulatory requirements of the applicable Greek and EU legislation.

Our Quality Policy and mission are expressed as follows:

- Implementation of methods and actions for the provision of services in order to ensure the optimal meeting of customer needs
- Utilization of technological means, with the aim of improving infrastructure
- Commitment to continuously increasing the degree of customer satisfaction
- Utilization of the capabilities and tools of the Quality Management System and the contribution of the Management to the continuous consolidation and improvement of its effectiveness
- Development and training of the Company's executive staff
- Maintaining a safe working environment that satisfies and engages staff
- Commitment to support institutions and actions that contribute to the promotion of sustainability and sustainability in society, the environment and culture

Our main corporate goals are:

- Ensuring the viability and profitability of the Company
- To provide customers with products & solutions based on their needs
- Acquisition and retention of satisfied Customers
- Cooperation with certified suppliers and partners
- The continuous improvement of the Quality System
- The targeted strengthening of the company's name and reputation in the market
- Full implementation of the personnel evaluation system and continuous education and training of employees
- To provide employees and partners with all the necessary means (materials, tools, continuous training) with the aim of continuous improvement of all its activities.
- The compliance of the company's services with the applicable Legislation and the relevant Regulatory requirements

In order to achieve the above objectives, all the necessary references have been made in the documentation of the Quality Management System.

ASTRONET ensures that this Quality Policy is understood, implemented and maintained at all levels of its organization, under the responsibility of the Management and the constant supervision by the Quality Management Manager.

The Director-General

Thessaloniki, 01.06.2023