

QUALITY POLICY

PRISMA ELECTRONICS SA recognizes Quality as a key factor that ensures and characterizes its products, services, attitude towards its customers and in general the management of all processes that compose its operation in accordance with the principles outlined in the framework of the international standards ISO 9001:2015, ISO 27001:2013 and ISO 14001:2015, which applies to all its operational processes and services.

Within the framework of the above recorded and implemented policy, the company monitors and tracks the needs of its customers as well as the developments of the technology and the market in which it operates. The company is able to provide reliable, well-updated and innovative services, which ensure the absolute satisfaction of the requirements and expectations of its existing and potential customers.

The objectives of the company for which a continuous and systematic effort is made include:

- Improving customer satisfaction
- Elimination of the failure rate in the oncoming services
- Increasing the range of services produced
- Expansion of the customer base as well as in existing customers
- The continuous improvement of the provided services and in general of the overall operation of the Q.M.S.
- Achieving high environmental and energy operating performance

The achievement of the above is determined through the basic processes of Q.M.S. of the company, which define actions such as:

- The systematic monitoring of the effectiveness of the system, through the annual Management reviews as well as the internal regular and extraordinary inspections
- The clear definition of customer requirements
- Continuous monitoring of supplier performance
- The continuous training and education of the staff
- The documented and continuous monitoring and measurement of customer satisfaction degree
- The provision of the necessary resources for its efficient operation
- The documented search regarding causes of problems and weaknesses, in order to determine and implement the necessary corrective and preventive actions

The Quality Management System of PRISMA ELECTRONICS SA is the main tool for the implementation of the quality policy and must be strictly adhered to by all.

The Management of the company is committed to provide all the necessary resources for the implementation and efficient operation of the Q.M.S. Its constant pursuit is to ensure a sense of pride in the staff regarding the company's performance in the Quality arena.

This quality policy is reviewed and checked for its continued suitability.

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