

QUALITY POLICY

The company “**MAT HELLAS VENTILATION DUCTING S.A.**” specializes in manufacturing and exporting various kinds of flexible ventilation ducts.

The Management of the company “**MAT HELLAS VENTILATION DUCTING S.A.**” has chosen as a means for its continuous development, a clearly defined Quality Policy. Through this Policy, the Management's commitment is expressed to provide customers with safe products and services that do not cover those related to the applicable legislation, as befits the company's position and good name in the market.

In order to achieve the above goal, the company “**MAT HELLAS VENTILATION DUCTING S.A.**” has designed, develops and implements, in all stages of its production and operational processes, a Quality Assurance System, based on the requirements of the **ISO 9001:2015** standard.

The basic quality policy, based on which all the actions of the company are planned, is summarized as follows:

- ❖ To achieve and maintain the quality of its products and services at the level subject to customers, using the best available technology and sound expertise for its financial capabilities.
- ❖ Respond to the agreements within the agreed deadlines and always with the specified conditions.
- ❖ To inform its customers and to plan improvements in quality matters based on the feedback of the information returned from them.
- ❖ To ensure continuous and thorough training and education of all its employees, in order to acquire quality consciousness and expertise in their work.
- ❖ To make a continuous effort to limit customer complaints as well as non-compliant services.

The continuous improvement and strengthening of the honest and constructive relationship with the customer are the primary goal of the company. The aim is to provide the best possible customer service both at the production level and at the information and training level.

The company is committed to continuing to meet the safety-oriented requirements of customers and therefore has all, and to what extent it does not need, both the material resources and manpower to fulfill this objective.

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MATTHAIPOULOS THANOS