

QUALITY POLICY

PAVLIDIS SA MARBLE - GRANITE responding to the requirements of modern business reality and aiming at improving its organizational structure and internal communication, always focusing on faster and better customer service, has design and install a Quality Management System according to the requirements of the International Standard ISO 9001: 2008 while in 2017 to proceed with the design and installation of the Quality Management System according to ISO 9001: 2015.

The Quality Management System of the company covers all the activities of the company in relation to the Import and Marketing of Granite and Marble Products and it has been designed according to the Company's needs and aspirations and the legal and regulatory requirements of the applicable Greek and Community legislation.

Satisfaction and trust of customers through the fulfillment of defined quality standards and consistency in deliveries are the basic principles of PAVLIDIS SA MARBLE - GRANITE.

The overall aim of the company is to meet the needs and expectations of its customers, offering high quality and high value products and for this reason establishes measurable objectives for Quality by pursuing:

- To improve the organizational structure, through the clear assignment of responsibilities and to those in charge.
- To improve the operation of the Company through the identification and development of System Procedures.
- Improvement of Internal Communication, through the identification of the interaction and interdependence of the Company's processes.
- To increase customer satisfaction through a constant search and satisfaction of their requirements.
- Continuous improvement of the Quality Management System and the operation of the Company through the effective use of the following tools:

- Define and review quality objectives.
- Management review
- Internal Inspections
- Corrective actions
- Systematic analysis of data resulting from the Quality Records
- Identify the requirements of the interested parties (clients, staff, wider community etc) related to the Quality Management System

For the faster and better achievement of the above objectives, PAVLIDIS SA's management MARMARA-GRANITES:

- Commits and implements the principles of Quality Policy and the Quality Management System it defines.
- Commits to comply with applicable Greek and Community legislation.
- Updates its human resources and urges them to commit to the same principles.
- Commits to the provision of the infrastructure and equipment necessary for the implementation of its work and the proper implementation of the Quality Management System.

In order to achieve the above objectives, all the necessary reports have been made in the Quality Management System documentation. Through constant planning, control of processes and continuous improvement of all activities, the company's principles are fulfilled.

Every employee is responsible for the quality of their own work and is required to contribute to quality management and the achievement of the set goals. For this reason all employees, depending on their responsibilities, are informed about the Quality Management System and act in accordance with the established rules.

Processes, flows and actions that do not guarantee the fulfillment of the set objectives are interrupted directly by the person in charge, cause analyzes are carried out and the necessary improvement measurements are defined.

This Quality Policy is communicated to the staff, it is available to all interested parties and reviewed annually by the Company's Management.

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PAVLIDIS SA MARBLE GRANITE
PAVLIDIS CHRISTOFOROS
CEO