

## QUALITY POLICY

Since it began production, **HELLENIC DEFENCE VEHICLE SYSTEMS S.A.** has focused on manufacturing high precision products that comply with strict quality standards.

That makes it necessary to:

- a. Manage the quality of the resultant products and services.
- b. Constantly update the company's image in the marketplace.
- c. Constantly update how the company is organized and run.

Thanks to cutting-edge technology and its amassed technological expertise, the company manufactures high quality products, and ranks high among similar companies.

The Quality Management System supports the quality of our products and services in a discrete and verifiable way, while also generating gradual improvements in quality and safeguarding the company from potential failures. All **HELLENIC DEFENCE VEHICLE SYSTEMS S.A.** operations are covered by the principles set out the Quality Management System documentation.

The Quality Management System is based on the requirements and specifications laid down in the international **EN ISO 9001** standard. The Quality Management System's primary focus is company customers, and their stated or deduced needs and requirements. Thus, the system has been designed to meet both customer and product requirements.

The main aims of the Quality Management System are:

- To manufacture products that fully comply with customers' stated requirements and with specifications.
- To satisfy the customers' agreed requirements in terms of delivery times and the quality of the manufactured products.
- To train staff so that at any given time they are able to address special requirements that may arise in any case.
- To continuously improve the manufactured products and overall operation of the Quality Management System.
- To continuously and strictly comply with legislative and regulatory requirements associated with company operations.

The Quality Management System's key processes clearly set out how this is to be achieved, by mandating steps such as:

- systematic monitoring of the System's effectiveness through:
  - annual company Management Reviews
  - regular internal audits by trained auditors
  - setting and monitoring quality targets at appropriate levels within the company.
- clearly identifying customer requirements.
- continuously monitoring the performance of the company's suppliers and sub-manufacturers.
- continuously training and educating staff by running annual training courses.
- documented, continuous monitoring and measurement of customer satisfaction levels.
- ensuring that the human, material and financial resources needed to effectively run the company are available.
- diligently investigating the reasons why problems and weaknesses emerge, to enable the necessary corrective and/or preventative steps to be identified and implemented, to avoid any recurrence.

Overall application of the System's principles is ensured by constantly briefing and training staff at all levels, with the overriding objective of creating awareness about the System's objectives and philosophy.

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Apostolos Domtzidis  
Managing Director