



## QUALITY POLICY 2021-22

Rev.: 18  
Date: 20.10.2021  
Doc. Code.: ΕΔΠ/001

The administration of **SOUKOS ROBOTS S.A.**, seeking to acquire and establish a leading position in its field, it is committed to meeting the needs of the customers and the projects it undertakes, as well as to launching new products (machines, robots) taking into account the following data:

- Strong competition requires reliable, innovative and quality products, fast and error-free processing of orders, competitive price and after-sales service.
- Monitoring the technological developments and their utilization is an integral component of the products design, so as to meet the expressed or potential needs of the market.
- The machines manufactured by the company and the work environment must meet the minimum quality standard, which is determined by the safety requirements set by the current national and European legislative framework.
- The quality requirements will be met if the administration and the staff of the company apply and improve the Quality System which complies with EN ISO 9001: 2015.

### **The implementation and the development of a Quality Policy require:**

1. Full update of the staff on the Quality Policy and on the objectives of the business.
2. Understanding and application of the Quality Management System.
3. Cooperation and coordination of all those involved in the company's procedures in order to ensure that the final product or service meets the quality and safety requirements.
4. Use of existing expertise and extend.
5. Continuous training of the staff taking into account the accumulated experience, market requirements and technological developments.
6. Creating an open communication channel with the customers in order to receive all positive or negative messages about our products or services.
7. Continuous reduction of errors and omissions in the provided products and services.



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8. Ensuring the adequate resources (material and human), as well as appropriate and safe working environment and continuous staff training, so as to achieve the maximum results in the provided products and services.
9. Continuous attempt at improving the quality characteristics of products and the effectiveness and efficiency of the processes.
10. Compliance of provided products and services, according to the applied environmental legislation.

### **The company's quality objectives are specified in:**

1. Increase of sales in products of defense and environmental applications.
2. Implementation of ammunition disposal contracts
3. Increase of the designed products to meet customers' and market's need in quirky machines / systems.
4. Increase of the customers' satisfaction with regard to:
  - Responding to the needs and expectations
  - Quality of products and services
  - Compliance with contractual obligations (specifications, delivery time, etc)
- Immediate communication with the company – immediate response to quotations, studies, designs, instructions, information request, etc)
- Sufficient technical support, aiming mainly to the rapid intervention of the technical crew
5. Elimination of all unsafe and dangerous conditions that can cause accidents to the personnel and to the operators of the machines sold.

Chairman & CEO  
Soukos Konstantinos