

The company **METAFORM S.A** responding to the requirements of the modern business reality, aiming to improve its organizational structure and internal operation and always aiming at the production and supply of quality products supported by the fastest and best service to its Customers decided to design and install a Quality Management System, according to with the principles of the international standard ISO 9001:2008 for:

Trading and Production of Complete Shading Systems (awnings, umbrellas, etc.)

The Management of **METAFORM S.A** in order to ensure the smooth operation and improvement of management systems:

- Ensures the excellent operational condition of the company's building facilities and equipment
- Provides continuous training to its staff
- Complies with the requirements of legislation and regulatory authorities
- It continuously reviews and improves the characteristics of its products where possible, as well as the effectiveness of its Processes and by extension the management systems it applies
- It sets measurable objectives for the quality of its services and products. These objectives are established and evaluated in terms of their degree of achievement in the context of the review of the SOP by the General Manager.
- Provides the necessary resources for its smooth, efficient and effective operation.
- Monitors, measures and evaluates critical parameters and processes to ensure the Quality of its services and products.
- Provides services that ensure the agreed requirements of its customers.

Adopting the principle of continuous improvement, the company **METAFORM S.A** recognizes and rewards teamwork as well as individual effort, invests in people and respects the customer.

The company **METAFORM S.A** has communicated this effort to all its Employees, Suppliers - Partners and Customers and invites them to help in its work.

Vision of the company **METAFORM S.A**. are:

QUALITY POLICY

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- The provision of products that meet the requirements of its customers
- The existence of only satisfied customers
- The continuous improvement of the quality of the services and products provided
- The diffusion and consolidation of the philosophy of the Quality Policy to all the staff of our company

Pursuit of the company **METAFORM S.A** are:

- The constant upgrading of the company's potential.
- Allocating sufficient resources to infrastructure and modern equipment, in the direction of optimizing productivity.
- The excellent cooperation with the company's suppliers, through the full observance of the financial agreements and the rapid and complete repayment of the balances to them.
- Consolidation of the company domestically as well as its expansion into new markets, with an emphasis on the Middle East market.
- The continuous improvement of the company's BMS with the effective use of the following tools:
 - Setting and reviewing goals.
 - Management Review
 - Internal Inspections
 - Corrective and Preventive Actions
 - Analysis of data resulting from the completed files

In this direction:

- We developed and implement a Quality Management System, according to the principles of the international standard ISO 9001:2008.
- We are committed to the continuous improvement of the effectiveness of the BMS through the allocation of the necessary resources and the annual review by the General Manager.
- We make our policy for the quality of our services and products understandable within the company through continuous and systematic staff training.
- We appoint a Quality Management Officer (QMO) to monitor the implementation of the above systems.

Thessaloniki, 01-02-2010

General Manager