



QUALITY POLICY

EUROLINK SURVEY AGENCY was formed in 1984 in order to provide the local Greek Shipping Industry, with a prompt, reliable and reasonable priced marine consultancy and surveying service. The operation has grown and to date conducts survey work not only for local clients but for a large number of worldwide principals.

The operation of EUROLINK SURVEY AGENCY is governed by the principles embodied in the **Quality Management System (QMS)**. The System is based on the requirements and specifications defined by the international standard **ISO 9001: 2015**.

The philosophy and the primary goal of EUROLINK SURVEY AGENCY is the provision of quality products and services that meet the needs and expectations of our customers. The basic objectives of the Quality Management System are:

- The continuous improvement of the services and the overall functioning of the QMS.
- Compliance with the legislation and regulatory requirements governing our company activity and systematic compliance checking.
- Full compliance with contractual obligations.

The achievement of the above is determined through the basic processes of the Quality Management System, which define actions such as:

- Systematic monitoring of the effectiveness of the system, through annual Management Reviews, Internal Audits, etc.
- Clear identification of customer requirements.
- Continuous monitoring of vendor performance.
- Ensuring employee competence through continuing education.
- The documented and continuous monitoring and measurement of customer satisfaction and the recording of any suggestions or complaints.
- Ensuring the necessary resources for its efficient operation.
- The documented search for causes of problems and weaknesses to identify and implement the necessary corrective actions to avoid their recurrence.
- Risk Assessment and Efficiency Check.

The implementation of system principles is ensured through the continuous updating and training of staff at all levels. The Quality Policy is reviewed annually.

Staff is required to adhere to the above and the Quality Manager to monitor the implementation of this.

Administrators

Orgettas Pantelis

Orgettas Dikaios