

3. Quality Policy

PROFILE has been providing complete and effective products and services for the financial, wider business and public sector, since 1990.

The main goal of the company is to ensure the quality of the products and services it provides.

In order to achieve the above goal, the company implements a quality management system as part of an Integrated Management System, in accordance with the ISO 9001:2015 Standard with the following scope:

“Design, development, installation, production and servicing of integrated IT systems (including services for requirement definition, testing, scanning, digitization, migration of data, recording and transcript services, training, support for pilot and production phases, warranty and maintenance) and supply, installation and support of third-party hardware and software products and providing consulting services, training and implementation of management systems”

The Top Management of PROFILE, constantly taking into account the new data in the labor market and the legislation, sets a series of goals that concern the improvement of the quality of the products and services and the satisfaction of its customers. Both the objectives and their achievement, as well as the introduction of new ones, are examined in the context of the annual review of the Quality Management System. The Top Management of PROFILE is committed to the compliance of the products and services with legal and regulatory requirements.

The Management sets a series of quality objectives which are related to the services provided by the company and have as a basic criterion the improvement of their quality.

The goals are representative of the size of the company as well as the social, economic and physical environment in which it operates. For the definition of the objectives, the Company applies a specific methodology based on the definition of its Strengths and Weaknesses as well as the Threats and Opportunities arising from external factors. At the same time, the interested parties that are affected by the activity of the company are identified and their needs and expectations are identified.

The continuous response of the Group to the requirements of the market and the legislation, the continuous improvement of the quality of the provided products and services and the efficiency of the Quality Management System and, therefore, the assurance of the satisfaction of the customers and partners, are a commitment of the Top Management of PROFILE.

The content of the Quality Policy is examined annually for its adequacy during the review by the Management.

The Quality Policy is at the disposal of every interested party.

The General Manager

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