

Quality Policy

The main objective of the Quality Management System of AGRITRACK SA is to create a basis for the continuous improvement of the efficiency of its processes, always aiming at the continuous satisfaction of customers' needs and expectations to the maximum extent possible.

For the implementation of the above, the Management supports and continuously applies the basic principles and rules governing the company's Quality Management System in accordance with the ISO 9001:2015 standard, establishing objective targets for Quality, based on the undivided and constructive cooperation of both its employees as well as its partners.

The basic principles-targets as they are expressed in the processes and procedures of the Company's Quality System are:

- The provision of services prescribed or specific requirements of the customers which are in accordance with the legislation, as they have been agreed through written contracts / agreements in order to maximize their satisfaction.
- The constructive cooperation with all partners and other external providers.
- The continuous information and training of the staff.
- Investigating causes of non-conformities or complaints and further determining corrective actions.
- The provision of quality services at a competitive cost making the best and most effective use of human resources and new technologies
- The continuous improvement of the Quality Management System

The principles of the System, as well as the objective tasks for quality, are reviewed at regular intervals by the Company's Management in order to adapt to the new needs and developments of the market, legislative requirements and also to achieve the goals for continuous improvement of the Company's operations.

Through the continuous reviews of the above, the Administration is in a constant search to identify both human needs and general business needs. The Administration is committed to providing the required resources (technical equipment-training-expertise) to meet the needs, as they arise and are shaped by the existing situations, to the best of its abilities.

All departments of AGRITRACK SA have the responsibility to be informed and respond, assimilate and apply the processes required by the Quality System through their daily activities.

It is also the responsibility of the Management of AGRITRACK SA to ensure that the Quality Policy is communicated, understood and applicable by all of the Company's human resources as well as the customers-external providers, with the ultimate goal of the continuous, stable development of the business activity with an unwavering commitment to its principles and continuous improvement.

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CEO
V. Tsezos