

Plati intend to successful business results, aiming to be leader in its business sector.

Our target is to:

**meet, maintain and possibly exceed,
all expressed requirements,
and achievable unexpressed expectations
of our customers, both internal and external,
in our products and all our activities,
in respect of the Law,
the principles of our Code of Conduct
and of the Environment.**

Our company's processes are aiming to maintain and continuously improve:

Effectiveness = Customer satisfaction

Efficiency = Optimization of internal resources and costs

Flexibility =Dynamic, qualified, serious and intelligent organization

Quality has a main role in our organization.

Attention to Quality is inherent part of every of our activities and actions.

Our products' quality shall meets customers' expectations, and even further, our approach it is for "Zero defects".

Backbone of our organization is the Quality Management System (QMS), structured in line with the requirements of the Standards ISO 9001, IATF 16949, ISO 13485 and ISO 14001 and aiming to:

- meet the requirements of interested parties and our social, environmental, charitable, regulatory, and legislative responsibilities;
- provide the necessary resources and ensure that responsibilities and authorities are determined and communicated throughout the organization;
- establish business and quality objectives, which are reviewed periodically through the management review process;
- ensure that the QMS itself is maintained effective in achieving business and quality objectives, conforming to the requirements of the ISO 9001:2015, IATF 16949, and ISO 13485 Standards;
- seek structured feedback from clients and carry out actions in accordance with stated methods and client requirements
- assess opportunities for continual improvement.

All the personnel is engaged to follow of our requirements and actively participate in the companies' activities.

Top management is committed to:

- Satisfy applicable requirements by ensuring that customer and applicable statutory and regulatory requirements are determined, understood and consistently met.
- Lead continual maintenance and further improvement of the QMS, by ensuring that the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined, addressed and the focus on enhancing customer satisfaction is maintained.
- Provide the necessary resources to implement all these actions specified in the QMS and commit themselves to continuously improve the performance.

To reach the targets Plati guarantee to take accountability to:

- Ensure the quality policy and quality objectives are established for the QMS, and are compatible with the context and strategic direction of the Company. Quality objectives have been set and are maintained as part of the QMS internal auditing, monitoring and management review processes, in order to enhance customer satisfaction.
- Promote the use of a process approach and risk-based thinking.
- Ensure that the resources needed for the QMS are available; including training, support and encouragement.
- Communicate the importance of effective quality management and of conforming to the QMS requirements.
- Ensuring that the QMS achieves its intended results.
- Engage, direct and support persons to contribute to the effectiveness of the QMS.
- Promote improvement.
- Support other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.
- Establish partnerships with suppliers and interested parties to provide an improved service.



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