

QUALITY POLICY

KOURIDAKIS MARITIME AGENCY, in response to the requirements of today's competitive business environment, aiming at improving its organizational structure, decided to implement a Quality Management System in accordance with the requirements of the **ISO 9001: 2015** Standard.

KOURIDAKIS MARITIME AGENCY is committed to the provision of Maritime Agency Services, in line with the requirements of its customers, stakeholders and the relevant legislation, while meeting high quality standards.

In order to meet the above objectives, in the long run, the Company:

- continuously improves its business operations and procedures in accordance with a risk-based approach
- requires the obedience to good behavior and professionalism rules by all personnel
- modernizes its equipment
- strives for individual quality excellence and is committed to the continuous improvement of its Quality Management System.

KOURIDAKIS MARITIME AGENCY believes that success is measured by the continuous satisfaction of its customers. Building a stable trust relationship with customers is a key goal of the Company and in order to achieve it, measurable indicators and objectives are in place, which are monitored on an ongoing basis.

The achievement of the company's quality objectives requires the involvement of all personnel. The ability of the personnel to express themselves and to submit improvement proposals is encouraged and is considered particularly important for improving the quality of the provided products and services, but also for strengthening the spirit of inter-corporate understanding and cooperation.

The strategic objective of **KOURIDAKIS MARITIME AGENCY** is meeting Customer requirements in the most satisfactory, efficient and cost-effective way, while providing the assurance that the desired quality level is achieved.



For the company,

Christos Kouridakis