

## **QUALITY MANAGEMENT SYSTEM EN ISO 9001**

Aiming to the maximum customer's satisfaction and service, KOUVIDIS has been applying, since the end of 2000, a Quality Management System according to EN ISO 9001 certified by the International Organization BUREAU VERITAS. The Quality Management System covers completely all company activities which are: new products designing, materials supplying, production and selling of all manufactured products.

### **Quality Policy**

Quality Policy Objectives are as follows:

- Provision of high quality products and services that meet with technical, operational and environmental Standards.
- Optimization of the order processing time.
- Safeguard of the quality level of production against deterioration.
- Continuous improvement of products and services quality.

Quality Policy is entirely supported by administration and is fully adopted by the Personnel involved whose activities contribute to the achievement of the above mentioned objectives. Each process followed by the company is described in detail in a series of procedures involving:

### **Designing**

- Continuous improvement of all company's processes by a team comprised of specialized Personnel and skilled external partners who man the R&D department.
- Composition of a planning team responsible for drafting, amending and regularly updating all Company's technical documentation (Catalogues, website, brochures, etc).
- New Products design based on customer requirements and the normative regulations on the condition that the Company's environmental policy is kept intact.

### **Materials Supplying**

- Raw materials and additives supplying and control from Certified Quality Control Laboratory which ensures the steady and constant improvement of product quality.
- Cooperation with ISO 9001 Certified companies.

### **Production**

- Continuous monitoring of production processes (safety limits, production instructions, etc.) in compliance with a strict timetable.
- Equipment (machinery, vehicles, building equipment, etc.) and facilities maintenance in order that a series of procedures be achieved, such as: Personnel's Occupational Health

& Safety, compliance with Safety requirements, energy savings, emissions reduction, rational packaging and waste management, immediate and safe restoration of a possible failure, etc.

- Measurements, testing and quality controls throughout the whole production process.
- Operation and calibration checking of all the measurement tools and devices.
- Monitoring, control and inspection of production daily.
- Management of non-compliant products due to quality Standards carried out by the company.
- Continuous internal quality controls as well as annual inspections by operators of the Certification Body to verify the proper implementation of the Standard in every process

## **Selling**

- Direct Order notification upon receipt of and briefing about the exact delivery time.
- Rational management of products in order to prevent deterioration during their storage, distribution and delivery (excellent packaging materials, storage management, vehicles control, etc.).
- Use of LOT number (date / time / shift / production line / packaging department) based on Laser technology printing. In this way all stages of production can be immediately traced on, if necessary, ensuring the full traceability of products and facilitating the adoption of the appropriate structural measures to provide consumer protection.
- Management of customer's comments and reports

*The upgrade and recertification (first inspection, March 2003) of the Quality Management System, after the last successful inspection (2008), depict the steady orientation of KOUVIDIS for an integrated supply of qualitative products and services.*