

## QUALITY POLICY

**MULTI SOLUTIONS THIRD PARTY** (“**MS Logistics I.K.E.**”) considers the management of all processes, that make up the operation according to the principles outlined in the international quality standard ISO 9001: 2008, as crucial factor in ensuring the continued satisfaction of its customer’s requirements.

For this reason, “**MS Logistics I.K.E.**” has developed and implemented an integrated Quality Management System, based on the international quality standard ISO 9001: 2008, which undertakes to comply consistently with the recognized quality as well as constantly improving both of them quality system and operational processes.

Within the registered and applied Quality Policy, “**MS Logistics I.K.E.**” monitors and tracks customer’s needs as well as technological developments and the market, in which it operates “Third Party Logistics Services”, in order to be able to provide fine, quality and updated services to ensure the complete satisfaction of the customer’s requirements and expectations.

For “**MS Logistics I.K.E.**” Quality means:

- Provide Service focusing in customer’s requirements and expectations
- Provide Services which, through the integrity and completeness, ensure the accuracy and high quality
- Precise and uninterrupted quality control of company’s operational processes at all business aspects
- Commercial policy for maintaining competitive pricing
- Quick Response in customer’s requirements
- Honesty, clarity and reliability in communication and cooperation with customers
- Compliance with laws and regulations requirements
- Compliance with the HACCP Plan developed by the company.

Quality objectives, which company members ensure through the quality system, include:

- Quick response in customer needs
- Operation development and improvement
- Expansion of company’s clients
- Minimize errors
- Customer’s satisfaction improvement
- Minimize customer complaints.

In order to monitor Quality objectives, company has settled Key Performance Indicators (KPI’s), which are managed from Quality Manager and they are presented to Company’s Management during the review of the QMS. Indicators show the achievement progress of Quality objectives and may lead to changes in the Quality System.

“**MS Logistics I.K.E.**” management is committed to provide necessary resources for the implementation and effective functioning of the Quality System.

The three major factors of the Quality System are as follows:

- Compliance with the Quality Management System
- Customer satisfaction
- Continuous improvement.

Above factors are among the tasks and contribution of all members and staff of “**MS Logistics I.K.E.**”. This quality policy is reviewed and tested for continuous adequacy.

General Director  
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