

 	QUALITY SYSTEM MANUAL, CODE: M.S.M	EDITION: 1st VALID FROM: 21/09/2018 APPROVAL: TSOKRIS GEORGE, General Director
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2.4. Quality Policy

"NAVINCO" and "T&T ENTERPRISES", having as scope the "Design, Calculation, Supervision of Conversion & Construction of Ships & Marine Structures as well as the Management of Yachts" and as strategic orientation their development both in Greece and abroad and the provision of a wide range of services in the international shipping industry, decided to install and operate a Quality Management System, in accordance with requirements of the ISO 9001:2015 Standard. This Management System operates based on the provision of services that meet the requirements of its customers.

The quality approach requires continuous and strictly defined procedures that ensure the guarantees for our company's consistent presence in the area in which we operate.

Top Management is committed to the faithful implementation of the Quality Management System as well as to the continuous improvement of its efficiency.

All employees, management and staff are committed to performing our work, duties and responsibilities in accordance with this Quality Management Manual and Quality Procedures.

Top Management of the company declares that will allocate all the necessary, human and material means for the implementation of the quality objectives, for the successful implementation of the Quality Management System, the information and training of the staff in the above and assigns to the Director of Quality Management the duties of the coordination and implementation control of this system.

The company's policy is to treat all customers with the same logic, considering that everyone has the highest requirements. The company knows that its real 'customer' is the end consumer who has very high standards and must always be completely satisfied.

For the implementation of the Quality Policy the company operates with the following principles:

- each employee is responsible for the quality of his own work
- each supervisor is responsible for the quality of the work of his department
- all employees are fully informed about the company's Quality Management System
- the company provides all the required resources (human - material - financial) to achieve quality objectives and to continuously improve the Quality Management System
- all actions that may affect the quality are planned and implemented in accordance with the established Procedures of the Quality Management System
- all controls are analyzed and used as part of a continuous quality improvement effort

The company's Quality Policy is the cornerstone of achieving the company's goals and remains stable. In the context of this Quality Policy, the Management has defined specific key Quality objectives which are:

- The high quality of the services provided, fully satisfying the contractual obligations
- Increasing customer satisfaction

The quantitative quantities of these objectives, the managers and the schedule of their achievement are determined at the beginning of the year and are reviewed during the reviews of the Quality Management System.

In addition, the company is committed to:

- the systematic monitoring and observance of the applicable requirements related to our operation.
- the safe and efficient management of all types of elements, data and information as well as property that may

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come to our knowledge during our cooperation with customers, their management exclusively by competent persons and based on ethics the non-disclosure to third parties for no reason.

- the development of harmonious cooperation links with its customers and suppliers as well as the expansion of the coverage of the Greek and international market.
- the continuous improvement of the quality of the provided services as well as of the Quality Management System itself, through the development of the evaluation of processes and the relevant indexes.
- the promotion of open dialogue and the briefing of the stakeholders in a spirit of honesty and mutual respect
- the documented search for causes of problems and weaknesses, in order to determine and implement the necessary corrective actions, in order to avoid their recurrence.

The Management of "**NAVINCO - T&T ENTERPRISES**" in collaboration with our executives ensures that the documented Information of the Quality System, is disclosed and is fully understood by all its human resources, is applied and observed at all levels of the organizational structure and in all its functions.

In addition, it asks any other interested party to embrace its principles, guiding them to act in accordance with them. Finally, this policy is available to staff, customers, suppliers, and any interested parties.

THE MANAGING DIRECTOR /
GENERAL MANAGER

DATE:21/09/2018