

Quality Policy

The office "DESMI - St. Kollias" is active in the field of Business Consultants.

The company carries out studies and offers relevant services with reference to the following sectors:

- Design, Development and Continuous Improvement of Management Systems in accordance with International ISO Standards
- Business Organization and Management
- Drawing up of Business Development / Investment Plans under the national and Community legislation and, where appropriate, funded by national and Community resources.

We believe that quality is the only way for our professional success and in order to strengthen our competitive position in the market in which we operate.

The goals of the office but also our commitment are:

- the provision of studies and services that are characterized by their scientific and technical completeness, achieving the optimal cost - benefit ratio for customers
- the complete satisfaction of customer requirements and exceeding their expectations, within the framework of the contractual obligations and the requirements of the current legislation
- the continuous improvement of the quality level of the produced "product" of the office, becoming a leader in its field and in the consciousness of its clients
- the sustainable development of the office, recognizing the potential risks and opportunities emerging during its activity.

To achieve the above objectives, we implement a Quality Management System with reference to our studies and services, which complies with the requirements of the international standard ISO 9001. We implement, monitor and review measurable objectives for achieving the maximum level of quality. We adopt effective control and monitoring methods across the whole range of our activities. We review at regular intervals the performance, opportunities for continuous improvement and this Quality Policy, in terms of its continuous suitability and effectiveness. We provide all necessary means and resources to achieve the goals of the office. We train and we urge our staff for proper implementation of the quality management system, to propose and promote quality in their work.