



## QUALITY POLICY STATEMENT

The policy of **AHI Carrier South Eastern Europe Air-conditioning S.A.**, (sales, distribution, installation, maintenance – repair and technical service of air-conditioning, cooling, heating and ventilation systems) is to handle its services/operations in such a way so as to fully meet the requirements and expectations of customers, offering services which comply with the legislative and regulatory requirements governing its operation.

**AHI Carrier South Eastern Europe Air-conditioning S.A.** is committed to:

- Fully meet the requirements of its customers as well as the legislative, regulatory and other requirements,
- Offer qualitative services at competitive pricing by making good use of human resources, expertise, materials and equipment,
- Detect threats and make good use of opportunities to enhance customer satisfaction and achieve continuous improvement,
- Implement, review and continuously improve the effectiveness of the Quality Management System according to standard ISO 9001:2015

The above mentioned are achieved through:

- The identification and monitoring of quality objectives by the administration during review,
- The identification and availability of necessary resources ensuring the effective operation of the organization,
- The selection of appropriate personnel, the definition of their responsibilities and training,
- Monitoring process performance and the level of products and services offered,
- The implementation of corrective actions and also actions which are used to confront threats and take advantage of opportunities, which ensure customer satisfaction, the confirmation of their execution and their effectiveness assessment.

Top Management of **AHI Carrier South Eastern Europe Air-conditioning S.A.** designates and authorizes the Quality Manager to:

- Ensure the implementation of the Quality Management System,
- Deal with problems related to quality, any time they arise,
- Propose solutions for the improvement of the Quality Management System,
- Ensure the organization's awareness about the requirements of the customers.

The philosophy of **AHI Carrier South Eastern Europe Air-conditioning S.A.** includes the establishment of countable objective objectives about quality, which are monitored during the implementation of the QMS and reviewed along with quality policy as far as their suitability and effectiveness, responsiveness to the customers' needs and the law and finally ability to adapt aiming the ongoing improvements of the company and the support of its strategic orientation are concerned.

The Policy of **AHI Carrier South Eastern Europe Air-conditioning S.A.** is absolutely binding on all employees, at all levels of organization. The same applies to all customers, external partners or suppliers and in general to all interested parties.

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**DIMAS KATERINA**  
Managing Director