

Quality Policy

VIANOX SVOLOS SA is a company providing freight forwarding services on behalf of third parties.

The scope of the Quality Management System that applied to the company is:

“Provision of Transit services”

The objectives of VIANOX SVOLOS SA is:

- ✓ Providing high quality transit services to its customers
 - Fast and correct response to customer requirements
 - Execution of the works within the agreed time schedules and within budgets
 - Execution of all work with the minimum deviation from the agreed upon, the terms and conditions
- ✓ Ensuring a safe and proper working environment for all staff
- ✓ Protection of personal data (GDPR)

In order to achieve our objectives, we apply in the company a “Quality Management System” that includes all those procedures of the company that affect the quality and ensure that our services to our clients, are high qualitative, meeting both their expectations and the latest scientific techniques.

The procedures of the “Quality Management System” are:

- ✓ Identification of market needs
- ✓ Customer satisfaction measurement
- ✓ Providing high quality services
- ✓ Monitoring and evaluation of partners - suppliers
- ✓ Continuous education and training of staff
- ✓ Defining objectives for quality
- ✓ Continuous improvement of the quality of the company's services

It is considered important to emphasize the fact that our Company fully comply with the National and European legislation governing the specific scope of services.

The Quality Management System of our company is harmonized with the requirements of EN ISO 9001:2015 standard.

Finally, the Company is committed to the continuous improvement of its Quality Management System.

Approved by: Petros Svolopoulos – Managing Director