

TMPFILTERS's policy is the production, packaging and distribution of activated carbon filters for high-quality cooker hoods with appropriate support, fully meeting the requirements and expectations of **each customer** and complying with the current legal and regulatory requirements of its industry.

Having as its main objective the satisfaction of customers, **TMPFILTERS** applies to all of its processes the **Quality Management System** in accordance with the International Standard **ISO 9001:2015**, as described in the relevant Quality Manual and related documents Procedures.

The ambition and commitment of **TMPFILTERS** is to continually improve the effectiveness of Quality Management System with the ultimate objective of **zeroing** quality and commercial complaints while **maximizing** customer satisfaction.

The main objectives of the **TMPFILTERS** Quality System are:

- Satisfaction of the customer's agreed requirements with regard to delivery (conditions, time), type and quality of the Products provided. Also the gratification of legal requirements.
- Continuous Improvement of the Service and Product Processes and the overall operation of the Quality System.

To achieve this, **TMPFILTERS** Management:

- ♦ Provides all the necessary resources to ensure the effective operation of the business.
- ♦ Identifies and examines quality problems in all its processes and takes the necessary measures to prevent or solve them, ensures quality and safety in products / services, personnel, facilities and the environment.
- ♦ Defines and achieves measurable objectives, which are indicators of the level of the quality of performance.
- ♦ Invests in the quality upgrading of the staff by continual education and training.
- ♦ Encourages the active and creative participation of every individual in the internal and external environment as part of the continuous improvement of the level of quality of products and services offered, as well as of the human relations.
- ♦ Implements and continuously monitors legal requirements.

TMPFILTERS's commitment is to operate continuously in accordance to the principles of the Quality Management System of **ISO 9001:2015**, so as to enhance its dynamic course in the industry, offering its customers impeccable products.

TMPFILTERS, through Top Management, declares that:

SUPPORTS THEIR QUALITY POLICY, AS EXPRESSED BY THE APPLIED QUALITY SYSTEM

For **TMPFILTERS**

Date: 01/02/2018

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General Manager