



ROGAN ASSOCIATES  
CONSULTING ENGINEERS - ARCHITECTS

## Quality Policy

The main goal of the Quality Management System of **ROGAN AND ASSOCIATES S.A.** is the creation of the base for the continuous improvement of the firm's processes, taking always into account the continuous satisfaction of the firm's clients, needs, and expectations.

For the implementation of the above, the Management supports and applies continuously the fundamental principles and rules governing the firm's Quality Management System according to ISO 9001:2015 standard by establishing objectives for the Quality, based on the full and constructive cooperation of the firm's employees as well as partners.

The main principles-goals, as they are described through the processes and procedures of the firm's Quality Management System, are:

- The provision of predefined services or specific requirements by the clients in agreement with regulations, and as those are agreed through written contracts / agreements targeting the maximizing of their satisfaction.
- The constructive cooperation with all partners and other external providers.
- The continuous information and training of the personnel.
- The investigation of the reasons of non-compliances or complaints and further definition of corrective actions.
- The provision of quality services in competitive cost using the specialized human resources and the new technologies.
- The continuous improvement of the QMS.

The principles of the System as well as the objective goals for the quality, are revised regularly by the Management of the Firm as to be adapted to the new needs and developments of the market, of the regulatory requirements as well as the goals' achievement for the continuous improvement of the Company's processes.

The Management is committed to the provision of the necessary resources (equipment-training-knowhow) for covering the needs, as those are modeled by the current circumstances, at the maximum of company's abilities.

All departments of **ROGAN ASSOCIATES S.A.** have the responsibility to be informed and be responsive, assimilate and apply the processes required by the Quality System during their daily activities.

Moreover, it is **ROGAN ASSOCIATES S.A.**'s Management responsibility to ensure that the Quality Policy is communicated, understood and applicable by all firm's human resources as well as by the clients-external providers, with goal the continuous, stable development of firm's business activity with focus on its principles and continuous provision to firm's clientele of highest quality products and services.

Athens 08.02.19

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