



QUALITY POLICY

Our organization **DRÅPEN I HAVET - ΣΤΑΓΟΝΑ**, was based on the belief that a non-governmental organization can be efficient and at the same time operate with principles and social sensitivity.

Following the general call for better organization, aiming at both a more efficient operation and the improvement of the quality of the services it provides, our organization has developed and implements a System that meets the requirements of the **ISO 9001** standard for Quality.

The goal of the organization is:

- To provide services that meet the requirements of the recipients of humanitarian aid, the collaborating governmental and non-governmental organizations
- The full financial transparency of its revenues and expenditures
- Ensuring managerial competence for the implementation of the projects it undertakes
- To monitor, implement and review on an ongoing basis the National and Community Legislation related to its services.
- Employ staff selected by the Management of the organization based on ethics, experience, technical skill, training, training and willingness to participate in the Objectives and Policies of the organization
- To use products and consumables of known and recognized quality that meet the quality requirements and the Legislative Requirements
- To implement the Goals it sets, through their effective monitoring and proper management
- Its name should be a guarantee for the quality of its services

In the context of this broader goal, the organization sets individual goals in order to continuously improve its behavior in relation to the requirements of the System.

The ongoing effort to improve system efficiency includes identifying and evaluating the organization's threats and opportunities for Quality, as well as reviews aimed at identifying discrepancies, identifying corrective and preventive actions, and setting new sub-objectives for quality.

Within this framework, the Management deems it necessary and is committed to supporting the implementation of the System, which will be reviewed and improved when necessary, so as to ensure systematic care.

Legal Representative

Αγγελική Σαγυ-Καταρσιενιά