

At **GEORGIOS ARIST. MOULAS – MOULAS SCIENTIFIC**, our activity in the marketing and support of scientific instruments is governed by our commitment to providing high-tech solutions that ensure the accuracy and reliability of our customers' results.

The Pillars of our Strategy:

- **High-Tech Products:** We collaborate exclusively with internationally recognized manufacturers, ensuring that the equipment we have meets the strictest quality and safety standards.
- **Customer-Centered Approach:** We focus on fully understanding the needs of our customers (laboratories, industry, academic institutions), offering personalized solutions and technical consulting.
- **Technical Support & After-Sales:** We are committed to providing direct and specialized technical support, as well as training users in the correct operation of the instruments.
- **Compliance with Regulations:** We strictly adhere to the current legislative and regulatory framework regarding scientific equipment and the operation of commercial enterprises.
- **Care** for continuous improvement of the quality of the services provided

Our Goals:

1. **Zero Failures:** Minimizing problems during the delivery and installation of equipment. Implementing appropriate preventive actions and controls to avoid non-compliance and customer dissatisfaction and establishing appropriate performance indicators
2. **Continuous Training:** Continuously updating our staff on new technologies and scientific developments.
3. **Reliability of Delivery Times:** Adhering to the agreed schedules for the delivery of instruments and consumables.
4. **Continuous Improvement:** Regular evaluation of the Quality Management System and our suppliers.
5. **Meticulous implementation** of procedures that will ensure the satisfaction of defined customer needs

Management Commitment:

The management is committed to implementing the quality policy defined in this statement, as well as to making all the necessary resources available, and calls on all the company's personnel, whose role is fundamental, to contribute to its implementation, while exercising the necessary control to ensure that its policy is understood and implemented by everyone. In addition, as part of the effort for continuous improvement, the company identifies risks and opportunities, evaluates them and sets goals to minimize risks and exploit opportunities. The company's Management ensures that the Quality Policy is known and understood by all personnel and remains up-to-date through regular reviews.

THE MANAGEMENT