

Quality Policy

At Zambelis S.A., we specialize in the design, manufacturing, and distribution of lighting products and systems. Our primary goal is to deliver an exceptional lighting experience to our customers by providing high-quality lighting equipment to both the Greek and international markets, while prioritizing reliability, consistency, and always aligning with our customers' needs. In parallel, we strive for maximum customer satisfaction by offering top-tier service, taking into account current regulations, environmental considerations, aesthetics, and safety standards.

Specifically, our company's Quality objectives are as follows:

- Compliance with all legal and regulatory requirements governing our operations.
- Adherence to predefined customer requirements, as agreed in writing, to enhance customer satisfaction.
- Continuous development and improvement of our business performance.
- Identification and evaluation of potential risks and opportunities arising from the company's operation.
- Effective management of changes, both internal and external, that may affect the quality of our products and services.
- Achieving optimal customer satisfaction through high-quality products, timely delivery, and prompt response to all requests.
- Fostering constructive collaboration with all our suppliers and partners.
- Constant improvement of the company's public image by promoting open dialogue with all stakeholders.
- Optimal utilization of our infrastructure and equipment, ensuring the availability of necessary resources to achieve business objectives.
- Continuous development and training of our executives and technical staff in new technologies and advancements in the lighting field.
- Encouraging and supporting staff to actively participate in the operation and improvement of the company.
- Ongoing improvement of our management system.

To achieve these objectives and ensure continuous improvement, Zambelis S.A. implements a Quality Management System in accordance with the International Standard ISO 9001.

The company's Management considers the Quality Management System a fundamental tool for strengthening its business position, regularly reviewing objectives to adapt to new market needs and developments, regulatory requirements, and the goal of continuous operational improvement.

Continuous enhancement of our quality performance and the prevention of problems and non-conformities require systematic control at all stages and throughout our product range.

All departments at Zambelis S.A. are responsible for responding and applying the company's procedures and policies in their daily activities.

Additionally, it is the responsibility of Zambelis S.A.'s Management to ensure that the company's Quality Policy is accessible to all interested parties, as well as communicated, understood, and implemented by the company's workforce. Our ultimate goal is the continuous, stable growth of our business, with an unwavering commitment to our principles and the consistent delivery of top-quality products and services to our customers.

On behalf of the management of
Zambelis S.A.



Dimitrios Zambelis