



FORTH

FOUNDATION FOR RESEARCH AND TECHNOLOGY - HELLAS

QUALITY POLICY

30.7.2024

The primary concern of the Management and the personnel of the **Directorate General of Administrative and Financial Services of FORTH** is to provide high-quality services that meet the needs and expectations of the recipients, based on a management and operational system that aims at the continuous improvement of its methods and results, covering all its activities, namely:

"Design and provision of administrative and financial services to the departments, special units, and Research Institutes of FORTH."

The Directorate General of Administrative and Financial Services of FORTH achieves the goal mentioned above, through its organization and operation in accordance with the Quality Management System based on EN ISO 9001:2015, which relies on:

- The competence and expertise of its personnel,
- Its well-structured internal organization and operation,
- The continuous training and evaluation of its personnel,
- The systematic assessment/ evaluation of its collaborators/partners,
- The necessary investments aimed at improvement,
- The regular monitoring of developments in its areas of activity,
- The continuous tracking/monitoring and analysis of the satisfaction levels of its services recipients.

Critical Processes for the implementation of the mission of the Directorate General of Administrative and Financial Services of FORTH, include:

- ✓ Approaching service recipients with responsibility and consistency
- ✓ Providing services based on clearly defined and mutually accepted terms of cooperation
- ✓ Delivering services with the highest possible level of responsibility and reliability
- ✓ Ensuring a high level of satisfaction and benefit for its services recipients

The Directorate General of Administrative and Financial Services of FORTH, is committed to taking the necessary actions for the continuous improvement of its organization, adopted methods, and results, setting specific and measurable objectives/targets for its critical processes, against which it conducts self-assessment and carries out actions of continuous improvement.

The Management and the personnel of the Directorate General of Administrative and Financial Services of FORTH are responsible for adhering to, assimilating, and implementing the procedures outlined in the Quality Management System, through their daily activities.

The management of the Directorate General for Administrative and Financial Services of FORTH is committed to constantly ensuring the implementation and maintenance of the Quality Policy, while complying with the quality management principles and continuous improvement.