



QUALITY POLICY

Our **vision** is the identification of our name as a company:

- with a **leading role** in the Greek market,
- "**inextricably linked with our customers**" in a **co-creative** process, which offers them the experience of immersing themselves in the characteristics of the Brands we represent and ensures their **complete satisfaction**, maximizing their **loyalty**,
- that **respects people and the environment**, through human-oriented processes and systems,
- with such **service quality** that serves the STELLANTIS values and **consistently produces business results**.

Our strategy:

- we identify, analyze and satisfy the needs of interested parties and the requirements and expectations of our customers,
- we provide quality services at all points of contact with the Customer, at the right time and at competitive prices,
- we train, support and evaluate the Dealer and Repairer Networks in the implementation of the Stellantis Operating Standards (SOS) and the STELLANTIS Systems, so that they can offer to the Greek drivers complete and quality car sales and Aftersales technical support services,
- we develop an entrepreneurial and competitive mentality with a focus on customer satisfaction in the Group and in the Networks of Distributors and Repairers of our Brands,
- we participate in qualitative and quantitative market surveys focusing on our customers and their satisfaction,
- we ensure compliance with the procedures of the Quality Management System, through certification according to the International Standard ISO 9001.

We are committed to:

- the continuous increase of the degree of satisfaction and recommendation of our customers, so that our Brands are ranked among the first manufacturers in pan-European satisfaction surveys,
- the delivery of immaculate quality cars and the provision of Aftersales services, which highlight our "professionalism" and the expertise of the Distributor and Repair Networks,
- the uninterrupted provision of solutions and advice for a safe and enjoyable driving experience,
- the direct and thorough response to our customers' requests,
- the evaluation and correct selection of the vehicles that we import into our country, so that they fully cover the needs of the Greek market,
- the compliance with the requirements of current legislation, as well as the provision of all the necessary means for the continuous improvement of the Quality Management System we apply.

THE MANAGING DIRECTOR