

QUALITY POLICY

The Administration of Casale is responsible for the determination, the implementation, the notification of any interested, of the quality policy, and the regular suitability review of it.

The Quality Policy of Casale is the following:

“**TRANOTIS ARSENIOS - CASALE**” responding to the requirements of the temporary entrepreneurship and firstly aiming at the customer satisfaction and at the implementation of Greek and European law, decided to be committed to providing qualitative services, through the organization and implementation of the quality management system, in accordance with the ISO 9001:2015 standard, making sure:

- The use and the optimizing of the necessary technological equipment.
- The compliance with applicable laws, regulations and decisions
- The constant improvement of provided services
- The infrastructure high level
- The perfectly trained staff

Casale quality management system is implemented to ***Rental Service of furnished apartments, with customer care services***. This system is designed in accordance with the needs and the procedures of the company, taking into consideration the compliance with applicable laws, regulations and decisions.

The aims of the company are:

- The constant improvement of customers' satisfaction
- The constant improvement of quality management system, through the administrations reviews, internal inspections, corrective actions, data analysis and risk analysis.

“**TRANOTIS ARSENIOS - CASALE**”, in order to make sure the suitability of its quality policy, checks regularly its procedures and promote the improvement of all its activities.

“**TRANOTIS ARSENIOS - CASALE**” is committed to the participation of its staff to the quality system implementation and improvement, to the staff proper training, but also to the scrutiny check and choice of its providers, so as to achieve the improvement of the quality system effectiveness. For this reason, all the people who participate in company's operation, are informed and trained in quality management system and they act according to the specified rules.