

Quality Policy

IOANNIS MARAKAKIS & ASSOCIATES' Quality Management System (QMS) has been designed, documented and is being implemented and monitored in conformance to the requirements of:

- the applicable international standard ISO 9001:2015
- the applicable National & European Legislation / Regulations
- Contractual (Clients) operational & quality requirements
- IOANNIS MARAKAKIS & ASSOCIATES' -own quality-related policies & specifications

Scope Description

"LEGAL SERVICES"

The Company's Management Team / Management ensures that IOANNIS MARAKAKIS & ASSOCIATES:

- recognizes, identifies, evaluates and assesses all "issues", "risks" and "opportunities" related to Quality and manages all risks / opportunities by:
 - ✓ ensuring that quality-related Human & technical Resources are adequate
 - ✓ documenting and implementing Quality Policies, Procedures & Guides
 - ✓ training Personnel & Partners on Quality matters
 - ✓ applying all necessary organizational / technical controls and good Quality practices
- implements an overall "PDCA" (Plan-Do-Check-Act) Quality framework, by:
 - ✓ constantly reviewing and updating Quality policies and the overall QMS implementation
 - ✓ regularly reviewing the Quality controls' effectiveness
 - ✓ setting and reviewing suitable and quantifiable Business & Quality Metrics / KPIs, including Customers Satisfaction
 - ✓ planning & implementing Internal Audits to the QMS
 - ✓ regularly reviewing the QMS implementation / progress

Services Quality and Quality management at IOANNIS MARAKAKIS & ASSOCIATES is a "collaborative" task and requires all Personnel's participation.

Critical "interested parties", including:

- IOANNIS MARAKAKIS & ASSOCIATES' Personnel
- Clients
- Partners, Suppliers & Subcontractors

are informed and/or trained about the QMS and should abide to all applicable IOANNIS MARAKAKIS & ASSOCIATES' Personnel' Quality policies & practices.

IOANNIS MARAKAKIS & ASSOCIATES' Quality Policy is constantly reviewed and, whenever necessary, updated.

Athens, 26.02.2024

IOANNIS MARAKAKIS & ASSOCIATES

The Management Team

IOANNIS MARAKAKIS & ASSOCIATES
 ΔΙΚΗΓΟΡΙΚΗ ΕΤΑΙΡΕΙΑ Π. Μ. Δ. Σ. Α. ΟΥΚΕΣ
 IOANNIS MARAKAKIS
 ΔΙΚΗΓΟΡΟΣ Α. Μ. Δ. Σ. Α. : 25784
 Α. Ο. Μ. : 957287890 - Δ. Ο. Υ. : Δ' ΑΘΗΝΩΝ
 ΚΑΡΗΤΟΥ 3, ΑΘΗΝΑ Τ.Κ. 10575
 τηλ. 210 7295 322, fax: 210 72 95 332
 e-mail: info@marakakis.gr