

Quality Policy – One Happy Family

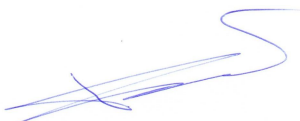
One Happy Family has developed and implements a quality management system that conforms to the requirements of the international standard ISO 9001: 2015. The Quality Policy is aligned with and supports the purpose and strategic direction of our organization in becoming a leader in the provision of top-quality services to our customers on Lesbos island in Greece. Our quality management system complies with any applicable legislative requirements and is based on our strategic goal to provide high quality services to our customers.

One Happy Family works in a highly difficult context and as a result, the enhancement and retention of customer satisfaction is our concern day in day out. We recognize that the achievement of our intended results requires engagement and commitment at all levels in our organization and the establishment of measurable quality objectives.

In order to achieve our intended results and constantly improve the performance and the effectiveness of our quality management system according to the highest standards, we are committed to:

- Satisfy all requirements which are applicable to our quality management system.
- Encourage and support the continual improvement of the quality management system in order to enhance customer satisfaction.

Our Quality Policy will be revised as and when needed. This current version was created and approved on November 28th, 2020.



Fabian Bracher
Director of the organization