



QUALITY POLICY

The **Thessaloniki Concert Hall Organization (TCHO)** offers a range of services encompassing musical, dance, and theatrical events. Our vision is centered on providing exceptional quality services to our clients, with an unwavering commitment to the ongoing enhancement of these services.

To achieve the above objectives, TCHO has established effective planning and control as a prerequisite for all its activities that impact the satisfaction of recipients of the aforementioned services. The aim is to promptly identify and overcome any malfunctions, as well as to continuously investigate and meet the requirements and complaints of the recipients. In this context, every identified problem is treated as an opportunity for continuous improvement.

For the uninterrupted implementation of the Quality Management System, TCHO Administration is dedicated and exerts every conceivable effort to ensure the provision of all necessary resources. The Administration's commitment also encompasses the continual monitoring of legislative and other requirements within the framework of its operation, as well as the complete and timely adherence to these regulations.

Acknowledging the personnel of the Concert Hall as its most valuable asset, the Administration actively promotes the establishment of conducive conditions for constructive collaboration among all departmental staff. There is a constant effort to enhance a collective spirit of teamwork. A further commitment of the Administration also involves regular training and ongoing guidance for all employees, whose work significantly impacts the quality of the services provided. This commitment extends to the maintenance and improvement of the overall quality of working conditions.

In conclusion, acknowledging every supplier and collaborator as an indispensable part of the broader organizational framework, the Administration is dedicated to nurturing relationships that are both constructive and effective.

The scope of the Quality Management System includes:

"Management of co-financed projects

Organization of cultural events."

The Administration of the TCHO as well as its staff are fully aware of and wholeheartedly embrace the principles outlined above, which the company has established and implements. The Administration, on its part, commits to the following:

- Ensuring that the Quality Policy is suitable for its purpose and the services it provides, aligning with the Quality Management System applied concerning the quality of the provided services.
- Providing a framework for determining quality objectives and goals.
- Establishing measurable objectives for Quality and striving to achieve them.

- Continuously making efforts for improvement and promotion of Quality through the Management System implemented by the company in alignment with the ISO 9001:2015 Standard.
- Implementing, maintaining, reviewing, and continually improving the Quality Policy and the Quality Management System.

**For the Administration
of the Thessaloniki Concert Hall Organization**

Thessaloniki, 29/11/2021

**Vasileios Gakis
Chairman of the Board of Trustees**