

Certificate

Management system as per
ELOT EN ISO 9001 : 2015

The Certification Body TÜV HELLAS (TÜV NORD) S.A. hereby confirms as a result of the audit, assessment and certification decision according to ISO/IEC 17021-1:2015, that the organization:

FOUNDATION FOR RESEARCH AND TECHNOLOGY - HELLAS
100, N. Plastira Str.
700 13 Heraklion, Crete
Hellas

**FORTH**

FOUNDATION FOR RESEARCH AND TECHNOLOGY - HELLAS

operates a management system in accordance with the requirements of ELOT EN ISO 9001 : 2015 and will be assessed for conformity within the 3 year term of validity of the certificate.

Scope

Design, Development and Provision of Administrative and Financial Services.

Certificate Registration No. 041 24 0118
Audit Report No. E-3981/2024

Valid from 2024-12-07
Valid until 2027-12-06
Initial Certification 2024



Athens, 29-07-2025

TÜV HELLAS (TÜV NORD) S.A. Certification Body

TÜV HELLAS (TÜV NORD) S.A.
282, Mesogeion Ave.
155 62 Athens, Greece
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ΙΔΡΥΜΑ ΤΕΧΝΟΛΟΓΙΑΣ ΚΑΙ ΕΡΕΥΝΑΣ

QUALITY POLICY

30.07.2025

The primary concern of the Management and the personnel of the **Administrative and Financial Services of FORTH's Central Administration** is to provide high-quality services that meet the needs and expectations of their recipients, based on a management and operational system that aims at the continuous improvement of their methods and results, covering all their activities, namely: **"Design, Development and Provision of Administrative and Financial services."**

The **Administrative and Financial Services of FORTH's Central Administration** achieve the goal mentioned above, through their organization and operation in accordance with the Quality Management System based on EN ISO 9001:2015, which relies on:

- The competence and expertise of their personnel,
- Their well-structured internal organization and operation,
- The continuous training and evaluation of their personnel,
- The systematic assessment/evaluation of their collaborators/partners,
- The necessary investments aimed at improvement,
- The regular monitoring of developments in their areas of activity,
- The continuous tracking/monitoring and analysis of the satisfaction levels of the recipients of their services.

Critical Processes for the implementation of the mission of the Administrative and Financial Services of FORTH's Central Administration, include:

- ☒ Approaching service recipients with responsibility and consistency
- ☒ Providing services based on clearly defined and mutually accepted terms of cooperation
- ☒ Delivering services with the highest possible level of responsibility and reliability
- ☒ Ensuring a high level of satisfaction and benefit for the recipients of their services.

The Administrative and Financial Services of FORTH's Central Administration, are committed to taking the necessary actions for the continuous improvement of their organization, adopted methods, and results, setting specific and measurable objectives/targets for its critical processes, against which it conducts self-assessment and carries out actions of continuous improvement.

The Management and the personnel of the Administrative and Financial Services of FORTH's Central Administration are responsible for adhering to, assimilating, and implementing the procedures outlined in the Quality Management System, through their daily activities.

The Management of the Administrative and Financial Services is committed to constantly ensuring the implementation and maintenance of the Quality Policy, while complying with the quality management principles and continuous improvement.