



## Quality Policy Statement

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The Quality Policy of **Fameline Mission Solutions Ltd** has been developed by the members of the organisation and reflects its culture, values, and commitment to excellence. This policy provides direction to all employees and guides them to continually improve the effectiveness of the Quality Management System (QMS), while serving as a framework for establishing and reviewing the organisation's quality objectives.

The Quality Policy is communicated, understood, and applied throughout the organisation and is regularly reviewed to ensure its ongoing suitability. It is also made available to external interested parties upon official request.

Fameline Mission Solutions Ltd is committed to the following principles:

- To understand, meet, and where possible exceed the needs and expectations of its clients, stakeholders, and other interested parties, including those within its supplier portfolio.
- To maintain constant and effective communication with its suppliers in order to deliver timely, efficient, and reliable services to clients and partners.
- To provide high-quality services that consistently meet or exceed customer requirements and comply with all applicable international, local, and regulatory requirements.
- To ensure the continuous improvement of services through active customer feedback, performance monitoring, and full compliance with applicable rules and legislation.
- To establish, monitor, and regularly review quality objectives in order to maintain compliance and continually improve the effectiveness of the Quality Management System.
- To conduct all activities in a professional and ethical manner, in full alignment with the requirements of the ISO 9001:2015 Quality Management Standard and all applicable legal and regulatory obligations.

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*Xenia Papacosta,  
General Manager  
Fameline Mission Solutions Ltd*

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