

# EURA QUALITY SEAL STANDARD

The EuRA Quality Seal is the world's first, relocation specific, externally audited Quality Management System.

# EURO QUALITY SEAL is divided in 6 sections

1. Mission, Quality Policy, Objectives and KPI's  
2. Management Responsibility and Leadership  
3. Organisation and Planning

4. Services  
5. Client/ Customer Satisfaction and Complaint Management  
6. Documentation

# EURA Quality Standard benefits

## EXTERNALLY

- It strengthens the external image of the company.
- It develops trust spirit for uninterrupted service to customers.
- It enhances trade competitiveness.
- It ascertains reliability and confidentiality in the relocation services.

## INTERNALLY

- It offers readiness to address unsettled situations
- It enhances internal communication and minimizes possibility of: competence gaps, misunderstandings, delays.
- The EuRA Quality Standard can be combined with ISO 9001 saving cost and time

# Services offered by ENNOUS

1. Diagnosis of current situation and company capability

2. Implementation of Quality seal standards requirements

3. Development of

- Business Continuity Plan
- Anti Corruption Policy
- Corporate Social Responsibility Policy
- Environmental Policy
- Health and Safety policy
- Training Policy
- Quality manual

4. Provision of personnel training, system implementation audits, support during external inspection

**ENNOUS**

ΕΤΑΙΡΕΙΑ ΑΝΑΠΤΥΞΗΣ ΕΠΙΧΕΙΡΗΣΕΩΝ