



Quality Policy

The Laboratory of Heat Transfer and Environmental Engineering can reassure that, from its side, the reports undertaken during various projects are delivered to the individual mandator within the agreed time limits without lacks, imperfections or weaknesses. At the same time, the mandators will be treated in the most effective and satisfying way by all Laboratory staff.

The Laboratory Administration, based on the support of its associates, is committed to the following points:

1. It endorses the development of collaborative processes among staff and associates and encourages the development of both teamwork and self-improvement mechanisms, in order to successfully support the quality policy and the adopted objectives and targets.
2. It makes continuous efforts in order to detect even those requirements of mandators that exceed the conventional obligations of Laboratory to them, using methods of energetic approach aiming to increase their satisfaction and improve the quality of provided reports and services.
3. It delivers services and reports that are in consistence with any legislative or even lawful requirements of either the individual contract, or the deliverable itself.
4. It keeps improving all levels of the Laboratory operation, from the planning and the realization to the receipt of the deliverable to the mandator, via regular reviews of the Quality Management System and evaluations of the interrelated processes effectiveness.
5. It constantly monitors the attainment of quality objectives set and immediately eliminate deviations. It proceeds to detailed evaluation of the existing Quality Management System and, if needed, revises the Quality Objectives.

The Laboratory Director

Prof. N. Moussiopoulos