

FNT Advanced Services Ltd (FNT) provides advanced technology services to a number of different industries. At FNT we recognize that our customers demand quality services. FNT is committed to developing systems, processes and a culture that supports high quality standards and delivers consistent services. Our scope is to provide a high quality service based on market requirements. To do this we have adopted the following systems and processes:

- We listen carefully to our customers on an on-going basis. Customer requirements and preferences are clearly documented and made available to all our engineers. Each customer is assigned an engineer responsible for determining, recording, communicating and delivering on that customer's requirements. Where we cannot meet a potential customer's requirements we communicate our difficulties early and clearly.
- We promote a quality culture throughout FNT which have the value of continuous improvement. This is supported by a continuous monitoring and improvement process, based on a plan-do-check-act cycle process.
- We ensure that our staff is competent to meet customer requirements by an on-going process of reviewing and developing staff skills and abilities. This is supported by an on-going management & training process for reviewing and developing staff skills and competences and a knowledge management system allowing engineers to share and record knowledge.
- We ensure that our staff is provided with the right tools for the job, taking care in equipment procurement and supporting equipment management through equipment checklists and calibration.
- We proactively manage the quality of services and products we buy through our supplier management and purchasing systems.

The timely delivery and execution of specific projects is ensured by project management, resource management and planning systems. All projects are reviewed upon completion to ensure customer satisfaction.

Customer complaints and quality deviations are proactively managed. Where there is insufficient time for a co-ordinated management response, all staff has the authority to make 'best personal judgment' decisions to meet customer requirements within specified boundaries. We support our staff in these 'judgments'. We record and act upon all complaints and non-conformances and treat them as opportunities for learning and improvement.

We implement and promote our quality management system, reviewing, correcting and improving its implementation. Internally auditing and reviewing it and acting to correct any issues that arise.

Xenofon Nikolakopoulos
Managing Director