

Our top priority is to protect the environment, the safety and health of people and to conduct operations undamaged, qualitatively and efficiently. The thorough management of the above is how we define Operational Excellence. For us, quality is of dominant importance. We keep improving our product and services by following strict operational processes and constantly evaluating their performance results. Our quality management system is certified in accordance with the international quality standard ISO 9001:2008 by DQS (www.dqscert.com) and IQNET (www.iqnet-certification.com). Moving away from the first step, Concept SA has proceeded in developing a closed-loop, retroactive management system above and beyond the minimum certification requirements.

The ensemble of our processes; engineering, consultancy, development, procurement, construction, operation and maintenance scheme, are respectively certified by state of the art and accredited independent quality assurance organizations. As a result, our clients can be rest assured of the technical integrity of our offered solutions. Our internal functions are monitored by a business intelligence software, developed internally by our administration and personnel, through extensive expertise and organization.

Our integrated software platforms have been designed to comply with paperless office management and has been customized to our core needs. It provides dynamic client and contact management, unified handling of incoming, outgoing and internal documents and assures the compliance with the requirements of the quality standards. Concept also manages, its department of Operation & Maintenance of energy investments, through a classy monitoring informational platform, as well as with the aid of allCRM system.

Their purpose is to assure that all the necessary actions and operations are kept on a real time log, the preventive maintenance is accomplished on time and the corrective operations secure uninterrupted production of energy plants. It is worth to notice, that our EPC projects, including the ones of subsidiaries, are certified in accordance to the European standard EN 62446. Concept SA is in the process to certify its operations according to the environmental risk management standard ISO 14001.

Concluding, over all of the above our quality policy focuses on the endless effort to satisfy our clients, our partners and our people, as well as to continuously evaluate our suppliers. The effort respects every transaction and interaction with them, aiming to further optimize the level of provided services. The quality policy motto of Concept SA is: Working with no Discounts in Quality.