

QUALITY MANAGEMENT SYSTEM SCOPE

The Quality Management System aims to describe the relevant **ENB Ltd** procedures, that secure the company's goal achievement in a customer, personnel and administration level and is about **providing Water Supply, Sewerage drainage, Flood protection, Solid Waste Management, Agricultural Development, Environmental protection services, Transportation, Ssurveying engineering as well as Geographical Information Systems development.**

The provided services for each of the company's activity sections supply all projects' realization stages from the conception, study, construction and function, as well as the Programming and the evaluation of all the necessary complementary Works and Researches.

CHAPTER 1	QUALITY MANAGEMENT SYSTEM
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1.1. GENERAL DEMANDS

ENB Ltd applies the Quality Management System according to ISO 9001:2000, and for that reason:

- ◆ Identifies and validates the system's procedures
- ◆ Determines the interactions between the procedures
- ◆ Determines the criteria and methods to insure the effective function and control of the procedures
- ◆ Insures the availability of the necessary information, in order to support and monitor the procedures
- ◆ Insures the availability of the required resources in order to support the procedures
- ◆ Makes measurements and analysis on the procedures, and determines actions so that the programmed goals are achieved and the continuing improvement.

REPORTS:

Quality Management Manual
 Procedure Map

1.2. VALIDATION

The Quality Management System evaluation includes:

Quality Management Manual

It is the benchmark of **ENB Ltd's** Quality System. In this Quality Manual the requirements of the ISO 9001:2000 model are reported (citing to the relevant procedures and instructions), the company's organization is described and the responsibilities of the personnel (summarily).

The Quality Manual contains the Quality Policy, the scope of the Quality Management System and the approved procedures of the QMS and their interactions.

Every manual modification results to its total review.

Procedure / Instruction Manual

ENB Ltd functions are recorded in the form of procedures and the ways that the models requirements are met are still interpreted through the company's procedures.

Support Material

The support Material includes all the used forms of the Quality System, which help recording the achieved Quality and improving it where possible.

Moreover, all other support documents (either job descriptions for the provided services from the company, either the Manuals that have the technical characteristics of the used products)

The validated system is under constant examination, so that its coordination with the everyday functions and practice and the demands of the ISO 9001:2000 model is secured.

Document control

The used procedures for the control of the edition, distribution, management and modification of the validation are thought to have an immediate effect of the **ENB Ltd's** function Quality. This validation includes the procedures, instructions, forms and all the exterior documents that affect the Quality.

The documents are kept by the receivers according to the defined filing rules. The receivers are responsible of constantly keeping the record updated and destroying the canceled documents.

The important documents have a periodical inspection system.

File Control

The accomplishment or not of the **ENB Ltd's** provided services desired Quality is monitored by the Quality Files.

Keeping and updating the Quality Files has the following goals:

- ◆ Objective validation of the provided services Quality
- ◆ Objective validation of the Quality System function
- ◆ Support the tracing demands
- ◆ Provide information about the performance and effectiveness of the company's functions.

These files are either handwritten, either computerized, either electronically and the information they contain are easily accessible by the competent for their process personnel. The keeping duration, the

relevant responsibilities and the filing methods of this information are determined by the relevant procedures.

REPORTS:

Quality Management Manual

Quality Management System (GP-001)

Document Control (GP-008)

Quality Records (GP-003)

CHAPTER 2**MANAGEMENT RESPONSIBILITIES****2.1. MANAGEMENT COMMITMENT**

ENB Ltd administration is committed to the complete satisfaction of its customers.

ENB Ltd's works and projects comply fully with the demands of legislation or other demands.

A client centered philosophy is followed, aiming the satisfaction of the customers needs and expectations, and at the same time focuses its interest on quality issues, technological evolution, support, etc.

ENB Ltd insures the mentioned demands through its demands according to the EN ISO 9001:2000 Quality Management System, based on:

- the adequate and specialized personnel, which functions in a good organized internal structure
- the continual training of its counterparts and its result evaluation
- the constant evaluation of the suppliers and associates
- the continued investments aiming its improvement and modernization (e.g. Renewal and update of the equipment, computerized system, data base etc.)
- the constant updating about topics that concern its activities

The Administration Commitment is about the company's every day function level and is validated by the decisions that it takes in a strategic design level, including the continuing investments, not only the discarnate ones, e.g. personnel training, but also the ones that are about the material and technical infrastructure.

The company's Vision and the Mission are reflected Quality Policy verbalization, according to the quality topics that are notified in the company personnel through the training and are overall reexamined based on their results through the Management Review, which take place regularly, aiming the impulsion, sensitivity and personnel information.

REPORTS:

Quality Policy (Q.M.M.)

Management Review (GP-004)

2.2. FOCUS ON THE CLIENT

ENB Ltd considers its clients as the most valuable asset. Under this aspect it determines their needs and expectations in connection with the technological improvements of the market and includes the experience earned by every single client in the existing service frame.

In addition **ENB Ltd** can evaluate the achievement grade of the quality goals set in connection with the customers' satisfaction and use this feedback to constantly improve the quality of the services offered.

For all these reasons **ENB Ltd** has set and applies a series of procedures that guarantee the offer of services to the customers that cover the quality requirements as determined by **ENB Ltd** always in connection with the legal frame for the product safety.

REPORTS:

Customer Complaints (GP-009)

2.3. QUALITY POLICY

The primary concern of the management of **ENB Ltd** is to offer services that serve the customers needs and satisfy their expectations.

ENB Ltd complies with these expectations by organizing and operating the company according to the Quality Management System by ISO 9001:2000, by having all necessary technical means and human force. In addition it enforces the effort to achieve the goals set through its commitment for constant improvement of the Systems effectiveness.

Through the Quality System **ENB Ltd** is struggling to equalize its targets with the customers' needs and expectations which mean:

- Quality for products and services offered. It also resumes responsibility of compliance to the frame of laws concerning managed products and services.
- Commitment of the management for constant quality improvement of the products and services offered and furthermore the improvement of related procedures.
- Achievement of objective and entrepreneurial quality goals (measurable) set in administration level following every Review such as:
 - Entrepreneurial Targets:
 - Improvement of performance
 - Additions to the customers list
 - Enforcement of the market position.
 - Objective Targets:
 - Reduction of client customers and of non compliances
 - Improvement of customers' satisfaction .

ENB Ltd personnel have the responsibility to react, absorb and apply the procedures required by the Quality Management System through their daily activities and their training by the company.

The **ENB Ltd** Administration is also responsible to secure that the Quality Policy is applied in the aspect of a continuous constant improvement of the entrepreneurial activity, the compliance to the company's aims by offering to the customers top and constantly quality improving services and products.

All mentioned goals are controlled and empowered through continuous personnel training programs, frequent management reviews, through internal audits where data from the quality files are statistically processed and evaluated and the improvement actions are determined.

2.4. PROGRAMMING

Quality Targets

The quality targets, qualitiv and quantitv, are measured, analyzed and revised during the management reviews. Their findings are validated for every department of the company and verified through frequent meetings in department or administration level.

Quality Management System Programming

ENB Ltd has specified the quality of the offered services and products and according to the set quality policy has determined, designed and created the operational and audit environment of all procedures directly or indirectly involved with the quality network.

Additionally, through the QMS operations Review it points out and applies changes which contribute to the improvement of operations and influence the continuous improvement of the services and products offered.

REPORTS:

Quality Procedures (QMM)

Procedures Map (QMM)

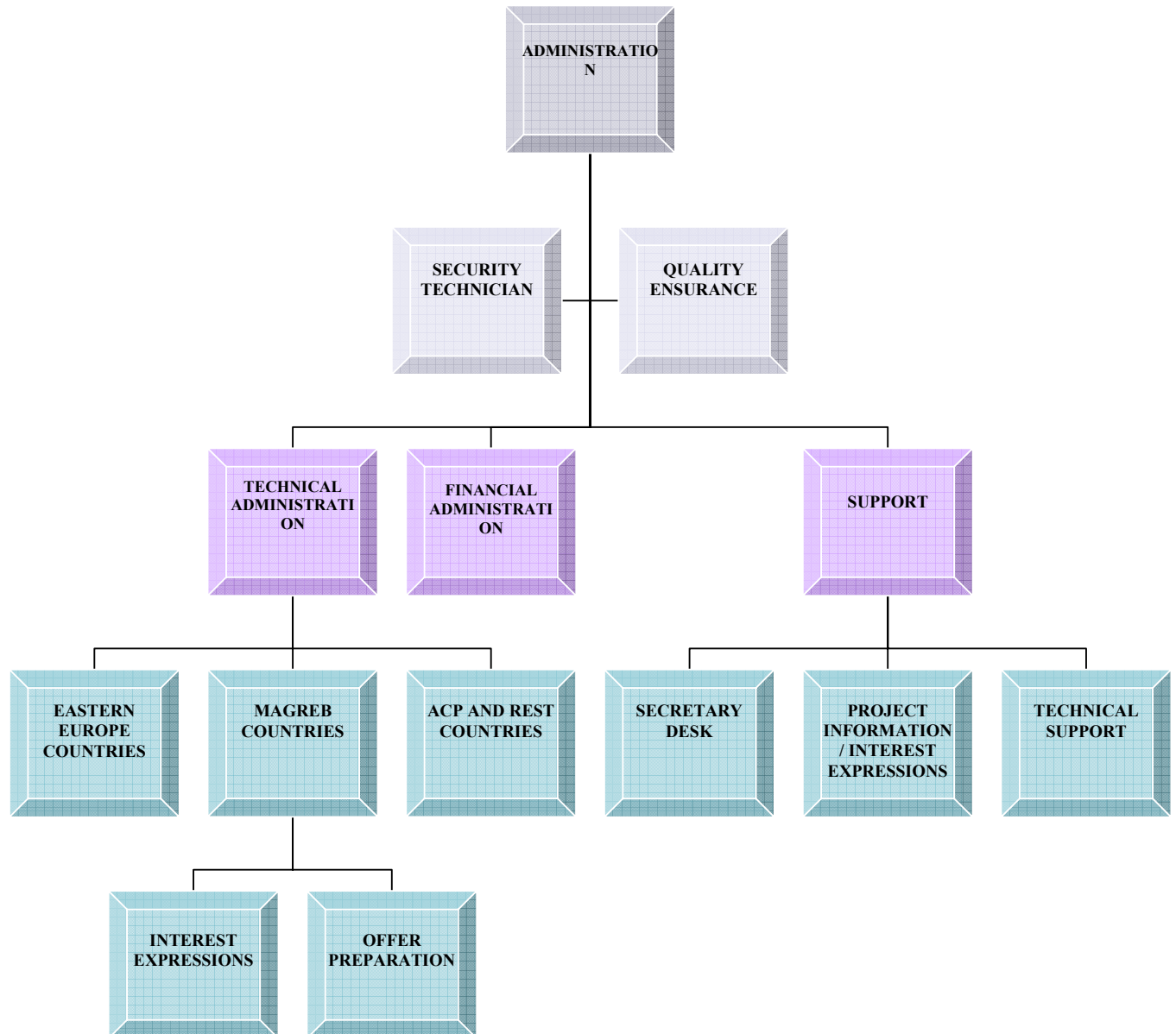
Management Review (GP-004)

2.5. RESPONSIBILITY, JURISDICTION & COMMUNICATION

Responsibilities and Authorizations

The responsibilities, competences and interactions of the personnel involved in the Quality Management System of **ENB Ltd** are determined by the Quality Management Procedures, while the full understanding of the personnel responsibilities and authorizations is ensured by controlling the results of the personnel training in applying the QMS.

The organizational structure of ENB Ltd is shown in the chart below:



2.5. RESPONSIBILITY, JURISDICTION & COMMUNICATION

Administration Representative

Mr. Nikolopoulos Andreas has been assigned as Administration representative and Ms Chatziantinaki Katia as Quality Manager.

□ Quality Manager

The representative is responsible for the monitoring, inspection and analysis of all items connected to the quality of services and products offered by **ENB Ltd** by securing their availability, installation application and support of procedures requested for the operation of the Quality Management System.

The representative is also responsible, as described in the relevant Quality Management System General Procedures, to update the administration for the efficiency of the QMS implementation and the needs for any improvements and is responsible to secure the knowledge of the customers' demands for the whole company by using the constant and universal contact with QMS and its application.

The representative responsibilities are described in the relevant procedures concerning operations of the entire company and incorporate the support required by the Administration as shown in the organizational structure of the company.

Quality Committee

The Quality Committee consists of:

- ◆ Shareholders/Managers
- ◆ Management Representative
- ◆ Quality Manager

The Quality Committee takes decisions concerning the Quality Management and the offered products and services.

Internal Communication

The company's internal communication is secured by different means which vary according to the importance in the effectiveness of Quality Management System. (e.g. announcements, e-mails etc)

REPORTS:

Quality Management Manual
Quality Archive (GP-003)
Management Review (GP-004)
Internal Quality Audits (GP-002)

2.6. MANAGEMENT REVIEW

The detailed examination and evaluation of the situation and sufficiency of Quality Management System in connection with the Quality Policy and objective goals of the administration, is executed according to schedule and is a responsibility of the Quality Committee.

The Management Review is held according to documented procedure.

Entry Data Review

The basic data analyzed by the Quality Committee meetings are:

- ❑ External Quality Audits Results
- ❑ Internal Quality Audits Results
- ❑ Efficiency evaluation of actions advised in connection with Internal and External Audits, the improvement of the QMS and the Quality offered.
- ❑ Customer Complaint Analysis
- ❑ Customer Satisfaction Index Analysis
- ❑ Competition Analysis
- ❑ Implementation Evaluation of the Quality Management System in the company's organization.
- ❑ Evaluation of number and content of preventive and corrective actions
- ❑ Evaluation of goal achievements of last Review.
- ❑ Changes of QMS and company's operation.
- ❑ Performance analysis of the services offered

Exit Data Review

The main purpose of Management Review is:

- ❑ Secure and improve the effectiveness of the Quality Management System.
- ❑ The constant improvement of all services and products offered always in compliance with the customers requirements.
- ❑ The detection of potential requirements in human resources and material and technical infrastructure.
- ❑ According to the findings and the conclusions arising by every Review, the Quality Committee decides and implements actions that will lead towards the achievement of the above goals.

REPORTS:

Management Review (GP-004)
Internal Quality Audits (GP-002)

CHAPTER 3**RESOURCE MANAGEMENT****3.1. RESOURCE AVAILABILITY**

Entrepreneurial resources consist of the human potential, and the material and technical infrastructure. **ENB Ltd** considers both sectors of great importance in the frame of achieving the correct operation of QMS, its constant improvement and finally to secure the customers satisfaction.

3.2. HUMAN RESOURCE**Capability, Update, Training**

ENB Ltd administration ensures the development of a general Quality philosophy, achieving its goals and therefore the satisfaction of the customers. All the personnel are informed about the QMS, about the quality policy and for the way their work affects the provided quality.

The job descriptions and their required skills are recorded, as far as their effect on the provided quality of services and products is concerned.

ENB Ltd monitors and determines the training needs of its personnel, determines training programs, coordinates and monitors their appliance, evaluates them and redefines them, under the supervision of each Departmental Manager and the company's Quality Committee. Training needs may be located during the Reviews and during the continuous monitoring through the Audits of the Quality Management System application.

The personnel training file is kept by the Quality Manager from which the provided training is monitored.

REPORTS:

Personnel management / training (GP-005)

3.3. INFRASTRUCTURE

ENB Ltd analyses and determines the needs in material and technical infrastructure of each department, through the Management Review, Internal Audits, corrective and preventive actions.

REPORTS:

Corrective & preventive Actions (GP-006)

Management Review (GP-004)

3.4. WORKING ENVIRONMENT

ENB Ltd has created and is constantly preserving satisfying working procedures for the personnel.

Each departmental manager is responsible for the constant evaluation and review of the working procedures of the personnel of his department, and in cooperation with the Quality Manager, the improving actions of the working environment are coordinated, aiming the safe and operational function of the different tasks. The Quality Manager also coordinates and takes part in the actions that the professional danger assessment by the Security Technician determines.

REPORTS:

Corrective and Preventing Actions (GP-006)
 Management Review (GP-004)

CHAPTER 4	SERVICE MATERIALIZATION
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4.1. SERVICE MATERIALIZATION PROGRAMMING

ENB Ltd has outlined the operation and execution way of every company activity establishing it and installing it through the Quality Procedures.

For that purpose the following are defined:

- ◆ The works that are related with the project materialization
- ◆ The activities that derive through the Quality Policy and its goals
- ◆ The necessary actions and investment that insure the proper functional way and the high quality service granting
- ◆ The necessary actions so that the company's compliance with the also determined outlines / requirements that rule it is ensured
- ◆ Records which are kept and provide objective proof for the outline / requirement keeping.

Furthermore it monitors and redefines the ways and methods of operating its procedures by following a decentralizing structure, transferring the relevant responsibility to its personnel through the Corrective & Preventing Actions procedure, with the support of the Quality Manager and the Managers who coordinate the related actions.

REPORTS:

Procedure Map (QMM)
 Special Procedures

4.2. WORKS RELATED WITH THE CUSTOMER

DEFINITION OF THE OUTLINES WHICH ARE RELATIVE TO THE SERVICE & THEIR REVIEW

Everyone who is involved in the customer's service and all the relevant actions for the full understanding, the constant action that concern each customer service monitoring, are programmed, validated and controlled so that the final requirements of the customer are defined and the certainty that the company may handle the services which is responsible providing.

For each project specific service procedures are defined, which include that:

- ❑ Confidential information are protected
- ❑ The projects' object and requirements are defined
- ❑ The contributing parts are capable of granting their conventional obligations.
- ❑ There is a commonly accepted and clear terminology.
- ❑ All the relevant Legislative and Regulative requirements.

Moreover, **ENB Ltd** insures through its experience the interventions and the function stylization through the QMS procedures, that the above are completely cognizable by the customers.

COMMUNICATION WITH THE CUSTOMER

Particular attention is given to the complaints, customer satisfaction, for that purpose a predefined relevant procedure exists and the relevant analysis is conducted.

REPORTS:

Customer Complaints Management (GP-009)
Measuring and Analysis (GP-010)

4.3. DESIGN & DEVELOPEMENT

PROGRAMMING DESIGN & DEVELOPEMENT

The new project design is done by the **ENB Ltd** administration, according to the demands of each project.

DESIGN & DEVELOPEMENT DATA

The gathered and analyzed information are about:

- ❑ Infrastructure requirements for the execution of the study / project
- ❑ Outlines / requirements (legal or determined by the company) of the under design work / project
- ❑ Project / work characteristics

- ❑ Supervision of the work construction
- ❑ Technical Consultant Services
- ❑ Specialization of the required personnel
- ❑ Necessary equipment (PC software etc.)
- ❑ Other necessary resources
- ❑ Incoming from a previous similar experience
- ❑ Customer demands or project proclamation
- ❑ Other necessary information according to the judgment of the specialized personnel

DESIGN & DEVELOPEMENT OUTPUTS

The design outputs are about:

- ❑ Satisfying the demands set during the designing procedure
- ❑ Satisfying the legislative and regulative requirements
- ❑ Satisfying the requirements set by the customer and the project proclamation
- ❑ Satisfying the demands that make the project appropriate for application.

DESIGN REVIEW

The design Review aims to discover as soon as possible any quality problems in the provided services. It is conducted by a committee which is parted by the each time involved people (Partners / Managers / Project Accountable / Accountable Engineers) and the each time Quality Manager.

DESIGN VERIFICATION

At the design verification, the Project Accountable ensures that the design results correspond to the data.

DESIGN VALIDATION

The project is validated for its predicted usage, with the customer acceptance.

MODIFICATION CONTROL IN THE DESIGN

Every modification in the design is verified and approved before application.

4.4. SUPPLIES

SUPPLIES PROCESS

For achieving the offered services Quality that **ENB Ltd** wishes to offer to its customers procedures are enacted, that ensure the service compliance to the customers requirements and with the excellent quality that **ENB Ltd** wishes to offer them.

This is ensured by:

- ❑ The evaluation and constant monitoring of the company's associates about their ability to provide services of the required quality and price, as well as their capability and will to work with the company for the solution of any problems may occur and the constant improvement of the customer service level.
- ❑ The usage, update and regular evaluation and reexamination of the Approved Suppliers / Associates / Companies Record.

Indicative evaluation criteria (which may diverse according to kind) are:

- ❑ The quality of the provided services
- ❑ The cooperation terms
- ❑ Service time
- ❑ Service credibility
- ❑ Financial arrangement etc

SUPPLIES INFORMATION

ENB Ltd has defined the information which is required so that every order to the suppliers has sufficient information for its content.

VERIFICATION OF THE SUPPLIED SERVICES / PRODUCTS

The products **ENB Ltd** is supplied with are subjected to quality audits which the company and the system have determined.

REPORTS:

Suppliers / Associates / Company Evaluation (GP-013)

4.5. PRODUCING & PROVIDING SERVICES

In **ENB Ltd** the business is done under controlled conditions, so that the Quality of the offered services is ensured and for the effectiveness control to be possible by periodic audits.

For this goal to be achieved the company has taken care of the following:

- Clear procedures and work instructions (*wherever required*)
- Proper training for the customer best service
- Adequate equipment, material and technical resources and access to information for the achievement of the functional goals
- Working conditions that contribute to achieving the service level that is set as one of the quality goals
- Proper procedures for the traceability and the customer service after the study is delivered.

There are verified procedures for the control of all the activities so that it is ensured that the quality demands for the provided services are fulfilled. In these procedures all the audits are mentioned including the documents that must be kept as a proof of the operation of these audits.

The audits may be:

- Incoming audits
- Activities audits
- Study activities audits (if they exist)
- Quality audits
- Audits from the customer

RECOGNITION & TRACABILITY

ENB Ltd has consecrated procedures which allow to the company to recognize and trace the quality of the services provided to the customers. These procedures have as a result for the company to know all the necessary information about the qualitiv and quantativ characteristics of the provided services, aiming the easy trace and effective restoration of any errors and the avoidance of repeating the same mistakes and omissions in the future.

INFORMATION PROVIDED FROM THE CUSTOMER

The company ensures that the products that are provided by the customer are identified, verified and properly protected, while methods are developed for the customer informing in case of a loss.

MAINTAINING SERVICES

ENB Ltd ensures the maintaining of the services provided according to what is required by the relevant Legislation.

4.6. MONITORING & MEASURING EQUIPEMENT CONTROL

Where equipment is used for a number of measurements, whose accuracy may affect the Quality or the service Security, maintenance and checking of the accuracy of this equipment is done, programmed and according to validated procedure.

Records are kept with the audit results.

REPORTS:

Means of Audit and Accreditation (GP-012)

CHAPTER 5	MEASUREMENT-ANALYSIS-IMPROVEMENT
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5.1. MONITORING & MEASURING

The company has on one hand predefined the operation models and has targeted the activities execution and on the other hand has designed and maintains an effective and decentralized measuring, analysis and constant improvement system of the quality goals, operation and effectiveness of the Q.M.S.

CUSTOMER SATISFACTION

Particularly important factors for the company are considered the information that occurs by measuring the customer satisfaction grade. Verified methods and techniques are used, while their results are analyzed.

INTERNAL AUDITS

Based on validated procedures, internal audits are conducted regularly, in order to ensure that the QMS is functioning according to the models to the determined requirements.

WORKS MONITORING & MEASURING

The relevant actions for the monitoring of the proper execution of the different tasks are analyzed in the quality procedures, regarding their execution they are monitored by the Accountable for the application of each procedure, through the Internal Audits and supervisingly and strategically are monitored through the Management Review procedure.

SERVICE MONITORING & MEASUREMENT

Audits are determined and applied in order to ensure the service quality and its compliance with the requirements set by the administration or defined by legislation.

(Referring to studies / projects)

REPORTS:

Measuring & Analysis (GP-010)
Internal Quality Audits (GP-002)

5.2. CONTROL OF NON – CONFORMING SERVICES

ENB Ltd has developed procedures based on which every inclination of the defined specifications is recorded and investigated. Goal of this investigation is to locate the reason that causes the inclinations from the quality goals. The non-conformity is referred as an out of specifications service.

After the first audit that locates the reason of non-conformity, immediate corrective actions for the avoidance of repeating these mistakes follow and the restoration in the service original level.

Even though the main responsibility for the location and management of the non-conformances belongs to the Quality Manager, it may derive from other involved sources.

REPORTS:

Corrective & Preventive Actions (GP-006)
Control of non-conforming Services (GP-011)
Recall (GP-007)

5.3. DATA ANALYSIS

Achieving or not the desired service Quality provided by **ENB Ltd** is monitored by the Quality Records.

Keeping and updating the Quality Records aims to the following:

- Objectively validate the offered services Quality
- Objectively validate the function of the Quality Management System
- Support the traceability requirements
- Provide information and measurable results for the effectiveness of the company's functions and for the quality of the provided services.
- Provide information for the effectiveness and the completion time of the Corrective & Preventive Actions.

These records are either handwritten, either computerized and the information they contain are easily accessible from the personnel responsible for their processing. The keeping duration, the relevant responsibilities and the filing methods of the information is determined in the relevant procedures.

ENB Ltd uses several controls using basic statistic methods and techniques, with which monitors, analyses, and controls selected of the provided service characteristics through quality audits, like:

- Management Review
- Internal Audits
- Suppliers & Associates evaluation
- Customer satisfaction grade analysis

- ❑ Non-conforming products
- ❑ Corrective and Preventive Actions
- ❑ Recalls.

This analysis may lead to the better understanding of the customers needs, the better control of the procedures and the measurement of the Quality of the provided services.

REPORTS:

Management Review (GP-004)
Internal quality Audits (GP-002)
Suppliers / Associates / Companies evaluation (GP-013)
Quality Records (GP-003)

5.4. IMPROVEMENT**CONSTANT IMPROVEMENT**

ENB Ltd is committed by the quality policy the company had adopted to constantly monitor and analyze the data the constant monitoring of the provided quality and function of the QMS system provides them and apply the necessary actions to ensure the constant improvement of the quality of the services provided to its customers.

In that way the company has developed and applies a system for the analysis of the non-conforming services causes and suggesting and applying the necessary Corrective Actions and the way they are applied, which is controlled for its effectiveness. The information that leads to the Corrective Actions may come from:

- ❑ Internal & External Quality Audits Results
- ❑ Quality Records
- ❑ Customer satisfaction research & Customer Complaints
- ❑ Changes in the company operation
- ❑ Monitoring the effectiveness of the provided services
- ❑ Suppliers Evaluation

CORRECTIVE ACTIONS

The corrective Actions aim to correct or improve the offered services and the company's existing procedures. They aim in the erasure of the causes that cause quality problems or malfunctions and are considered completed only when all the measures will be taken that will prevent the reappearance of the quality problems.

PREVENTIVE ACTIONS

The necessity of suggesting and applying Preventive Actions comes from:

- The examination of the QMS appliance through the Management Reviews or the Internal and External Audits.
- The mentioning of fields that admit of improvements / modifications or even the abolition, and others that may be added to the fully defined and controlled function of **ENB Ltd**, through the QMS and always aiming the better and more effective appliance of the QMS for a constantly improving quality.

Accountable for the coordination of the Corrective & Preventive Actions and their monitoring is the Quality Manager. The actions that concern a Corrective or Preventive Action are settled by the competent department personnel that it concerns and that the Quality Manager authorizes.

REPORTS:

Correctives & Preventive Actions (GP-006)

Measuring and Analysis (GP-010)

Internal Quality Audits (GP-002)

Chapter 6	QA Procedures Catalog
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Code	Title
ΓΔ-001en	QUALITY MANAGEMENT SYSTEM
ΓΔ-002en	INTERNAL QUALITY AUDITS
ΓΔ-003 en	QUALITY RECORDS
ΓΔ-004 en	MANAGEMENT REVIEW
ΓΔ-005 en	HUMAN RESOURCE MANAGEMENT
ΓΔ-006 en	CORRECTIVE & PREVENTING ACTIONS
ΓΔ-007 en	RECALL
ΓΔ-008 en	DOCUMENT CONTROL
ΓΔ-009 en	CUSTOMER COMPLAINTS
ΓΔ-010 en	MEASURING & ANALYSIS
ΓΔ-011 en	CONTROL OF NON-CONFORMING SERVICES
ΓΔ-012 en	MEANS OF AUDIT AND ACCREDITATION
ΓΔ-013 en	SUPPLIERS / COMPANIES / ASSOCIATES EVALUATION
ΓΔ-014 en	CUSTOMER SATISFACTION RESEARCH
ES-001en	E-DATA SECURITY
PA-001en	PROJECT FILES
PC-001en	PROJECT CONTROL
PT-001en	PROJECT TIMESHEET
PΠ-001en	OFFERS-EXPRESSIONS OF INTEREST
ΓΥ-001en	SECRETARY SUPPORT
SD-001en	SOFTWARE DEVELOPMENT QUALITY ASSURANCE

