

# QUALITY POLICY



## OUR MOTTO

Give the best of ourselves and allow the others to do the same

## MANAGEMENT COMMITMENT

We are committed to developing our Quality Management System in accordance with the **ISO13485:2016** standard for our medical device design, development, manufacturing, sales and after-sales service activities.



SCHILLER Medical's Quality approach is a **priority for management**, who want to guarantee the Quality of the products and services it provides to its customers.

Quality management is a common voluntary approach. For this reason, management is doing its utmost **to raise awareness, involve and motivate staff at all hierarchical levels**, based on **individual responsibility** and **team spirit**, and this through a free and interactive communication between the Quality department and other departments.

In order to face the growing competition and to ensure its long-term survival, SCHILLER Medical must promote an **image of scientific and technical competence to the world and guarantee Quality Assurance**.

## PRODUCTS & SERVICES

Goal for the rate of rejected batches:  $\leq 4\%$



Comply with **requirements** on **products**.  
Comply with **requirements** on **activities and services**.  
Constantly improve product **functionality and reliability**.  
**Anticipate technological and regulatory** evolutions.

Employee commitment to the company's interests.  
Company's commitment to healthcare professionals.  
Employee **enthusiasm and passion** for their job which is to **designing, producing and selling** equipment that **save lives**.



## EMPLOYEE ENGAGEMENT & ENTHUSIASM

Target attendance rate: 96%

## CUSTOMER SATISFACTION

Overall goal:  $> 75\%$



Being at the **customers service**.  
**Listening to customers** and answering their needs.  
**Finding solutions** to their **problems and requests**.  
**Encouraging and maintaining** communication with clients, through our distribution network.

Support **innovative activities** and **invest in Research**.  
Being placed at the forefront of science, technology and medicine  
Conduct **active industrial property policies**.



## PERMANENT INNOVATION

Rates objective published by Clinical Evaluation Reports: 100%