



## QUALITY POLICY

Medinat's aim is to completely satisfy customers' requests in their needs and expectations, achieving and preserving the offer of the carried out activities at an high level of quality and innovation, combined with competitive prices and respect of the delivery times of the activities, all in harmony respecting relevant mandatory laws and making profits from their business. Medinat's aim will therefore be that of providing services and supplying products in the electromedical field and medical devices, perfectly complying with the contractual arrangements and applicable regulations, associated with the highest service levels guaranteed to the customer which is achieved through carrying out the requested activities at the right moment, in the best conditions and at a competitive price and in making the activities comply with the contractual arrangements and applicable laws.

This aim will be pursued by Medinat especially through consistent improvement of its own quality management system, compliant to the requirements of standard UNI EN ISO 9001, maintaining over time such certification of compliance through an independent third party body accredited by ACCREDIA in the field in which it operates.

Therefore, complying with the adopted system, Medinat will constantly make every effort to identify customers' stated and implicit needs, including need and expectations of the parties involved, and in achieving activities to meet in the best way possible such needs and expectations.

It will also verify that its own staff, third party collaborators and suppliers will constantly work within the guidelines of the quality management system descriptive documentation, in order to eradicate any type of non-compliance. As part of the review by the management, Medinat's CEO defines a set of quality level indicators which continue to operate in terms of volume this quality policy and improvement plans to be put in place, defining quantitatively objectively measurable both efficiency indicators and internal efficiency indicators (monitoring non compliance by type and costs, efficiency of commercial process, efficiency of the qualification process and monitoring of the supplier, efficiency of the accounting finance process, efficiency in the management of the sales force of the company, efficiency in the management of products and devices) also monitoring indicators and improvement of customer satisfaction (penalty for late completion or non compliance applied in the provision of services and product supply, agreed delivery terms fulfillment, behaviour, availability and technical competence of personnel employed, quality and comprehensiveness of the supplied medical devices kits, evaluation of quality-price ratio and indicators of customer loyalty).

The commitment is also that of regularly measuring the level of achievement of the objectives and to carry out constant improvements by planning all the necessary activities to achieve them, moreover by defining deadlines and their managers, in order to keep under control activities carried out with a view to satisfy the expectations of those involved in Medinat's activities (customers, suppliers, employees, ext).

Board chairman and legal representative of Medinat S.r.l.  
Massimo Natullo

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