



# MANAGEMENT QUALITY POLITICS

Rev 01  
29/11/2021

As part of its mission to constantly improve itself, MEDICAL DEVICES GROUP SRL, uses instruments implemented by the Quality Management system ISO 9001. The Management staff established several rules, shared by all employees, undertake to comply:

- Comply with the current legal requirements;
- Continuous improvement of managing and technical skills in order to enhance service and sales activities of medical products, aid equipment and installation of water treatment plants;
- Personnel training and formative activities, not only on technical aspects, but especially on values of honesty stated in the ethical code of conduct.

Therefore, with the following system policy, the Management is committed to:

- Supply medical products and services by meeting the requirements, ensuring products of quality and competitive prices;
- Supply service assistance in keeping with the contractual requests of the customer, also providing collection and analysis of feedback information and potential implicit necessities of the customer, this in order to ensure a complete satisfaction of the overall demand of the client and of his final user;
- Assure a continuous improvement of the internal process, by the implementation of the Management Quality System able to anticipate potential issues;
- Promote throughout the MDG staff courtesy, professionalism and reliability skills considered basic requirement both for the customers and/or final users, necessary in all the operation activities;
- Promote a fruitful “alliance” with Suppliers to be active part in defining performance and characteristics of the product and assure the right support to comprehend the customer and product requirement;
- Support team spirit and cooperation between employees and associates to guarantee productive, fair and professional relationships;
- Promote professional growth among employees and guarantee a safe and comfortable working environment where everyone feels satisfied;

MDG focuses on the following goals:

- Customer satisfaction: by monitoring sales of medical devices and the services, listening on time the client to collect element concerning:
  - a) Proactivity by answering the customer request;
  - b) Specific demand and compliance of the contractual requirements



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- Develop and keep the Management Quality System as instrument to achieve goals, fulfil commitments, ensure a continuous improvement of the company processes, guarantee of the requirements and related services;
- Reinforce business relationship with suppliers in order to ensure the customer higher value, safe, reliable and state-of-the-art products at reasonable prices;
- Supply products and services complying with current legal requirements in terms of Quality to ensure safety and health to users;
- Assure engagement and involvement of all employees for the full sharing of the company goals and politics, by developing the proper competence;
- Perform with perseverance and methodically the evaluation and analysis of risks and opportunities related to external factors with a view to satisfy the context and internal and external factors to which is connected.

The management periodically examines, during re-examination, the validation of this Quality Politics, in relation to potential reciprocal operative needs of development.

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The Management

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