



QUALITY POLICY.

The Management of **ESAHORUS S.R.L.**, as a manufacturer of medical devices, is particularly attentive to market needs and considers feedback to be of fundamental importance through the adoption of a proper Quality Assurance and Control policy.

In particular, the objectives that the Management sets are:

- To satisfy the requirements indicated in Annex I of Legislative Decree 24/02/97, n. 46 and subsequent amendments and in EU Reg. 2017/745 (for the applicable parts);
- Product functionality;
- Compliance with current, mandatory, common and MDCG (Medical Device Coordination Group) standards;
- Product safety;
- Prevention rather than a posteriori elimination of defects;
- Responsibility for one's work;
- Evaluate customer feedback for the product/service provided;
- Evaluate business risks and opportunities;
- Necessary improvements to maintain the effectiveness of the Quality Management System and its processes;
- Disseminate this document to all personnel and make it available to all interested parties;
- Periodically evaluate new customer needs.

To achieve these objectives, the company is engaged in continuous market research to update its products and train personnel, together with careful evaluation and selection of suppliers.

Management believes that these objectives will be achieved when there is a decrease in complaints, returned products and non-conformities in supplies, together with an increase in customers who show satisfaction with the product/service offered by the Company.

This policy will contribute decisively to guaranteeing the reliability, professionalism and efficiency that have always characterized the Company's activity: to this end, it will be committed to assisting all personnel in correctly executing the Quality System procedures, training them appropriately and encouraging them to achieve the required quality improvement.

This goal is achievable only with the full commitment of each of us.

GENERAL MANAGER