

QUALITY POLICY

HERSILL S.L. has, since its beginnings, considered continuous improvement to be one of its main objectives, not only in terms of quality of the end product, but also in the optimisation and improvement of its production processes and in terms of environmental conservation.

Currently, changes to society, both culturally and industrially, require us to be watchful and prepared to adapt to our clients' needs at all times, and to maintain the prestige with which we operate in our market. It is in this sense that concerns for quality become crucial demands in order to guarantee continuity; without quality the market would not only reject the product, but potentially, in the worst case scenario, the company.

HERSILL, S.L. is determined to bring quality to the forefront of its business cycle, from design to distribution and customer care. This quality should be understood not only from the perspective of the products, but it should also be transferred to interested parties relations, all of which require new methods and tools and even a new attitude.

In order to ensure effectiveness in our actions, a Quality System is established, implemented and updated, aimed at the suitable management of technical, administrative and human aspects that affect the quality of the activities performed. This System is what develops HERSILL, S.L. 's quality policy, which is based on the following principles:

- The fundamental principle is customer satisfaction. It is essential that quality spreads from the design of the product to the service offered to the client; from leadership and politics, to processes and human and technical resources, and from our suppliers to our sales services.*
- The purpose of our company is effectiveness: to produce and sell our products to the complete satisfaction of our clients and of those of us who work for the company, meeting both the requirements of our clients and those established in Spanish Royal Decree 1591/2009 of 16 October 2009, regulating medical devices, in accordance with the provisions of Council Directive 93/42/EEC of 14 July 1993; as well as any other legal or regulatory requirement applicable, ensuring the profitability of the company and its financial stability, thus contributing to the development of our country.*
- Our future success requires continuous improvement in our organisation, thanks to which we will continue to be able to supply high quality products and services achieving the satisfaction, confidence and respect of our clients.*

The Quality Management incorporated into our actions is the instrument most suited for achieving these objectives, and its implementation aims to achieve continuous and objective improvement in all our activities through the reduction, elimination and prevention of adverse quality conditions, and their causes.

The management of the processes and the system as a whole is based on a global approach of risk-based thinking focused on taking advantage of opportunities and prevent unwanted results.

To that end, it requires the participation of all company employees, who will be supplied with the means to carry out their work effectively, and whose quality culture will be strengthened through continuous training and information on matters relating to Quality Management.

BY HERSILL, S.L.



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