



**france
hopital**

Management commitment - Quality and Environment Policy

The management of FRANCEHOPITAL S.O. believes that the management systems adopted in accordance with ISO 9001, ISO 14001, and UNI CEI EN ISO 13485 standards are a guarantee, for its customers and partners, of the efficiency and effectiveness with which it provides quality services and products. FRANCEHOPITAL pays special attention to the environment, developing its organization through the implementation of its technical know-how and its managerial and entrepreneurial actions.

FRANCEHOPITAL **puts the satisfaction of customers' needs at the centre of the development strategy** of its products and services, offering suitable and innovative solutions and aiming for a high added value and a fast and punctual service.

Several principles inspire FRANCEHOPITAL, making up the foundations on which its quality policy is built:

- Reliability, seriousness, and ethics;
- Competence and professionalism of all employees;
- Constant pursuit of the best way to work with the aim of satisfying the requirements of the reference standard and regulations;
- Continuous improvement of the effectiveness of the quality management system;
- Pursuit of customer satisfaction.

The Quality and Environment System is fully integrated, simple and flexible, in order to allow its application and continuous improvement by all employees.

The Management of FRANCEHOPITAL, in its daily work in the domestic and the foreign market, is aware of operating within a specific context and for this reason is committed to analysing and understanding all its changes.

In the same way, it knows that it is acting with different stakeholders that have varied interests that need to be satisfied. For these reasons, the Management feels the need to ask the support of all actors involved, and in particular:

- of the Quality and Environment Manager (RSGQA) to keep the system alive, monitoring and continuously adapting it, making it known to all;
- of the management team to disseminate the Quality Policy, ensuring its understanding, implementation and maintenance at all levels;
- of each FRANCEHOPITAL employee to implement all the provisions of the Quality and Environment System, first of all satisfying customers' requests, as well as regulatory requirements;
- of its partners and suppliers, so that through the knowledge of the management system they adapt and improve even their own performance, both in terms of quality and attention to the environment;
- of its customers so that they can interact positively with the company, communicate their satisfaction and suggest improvements where possible.

FRANCEHOPITAL SAS

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Starting from the analysis of its context and the needs of the various stakeholders, the Management of FRANCEHOPITAL commits to identify and evaluate risks:

- that may diminish effectiveness and efficiency of its own actions and activities;
- that may expose the Quality and Environment Management System to influences and criticalities.

To this end, it takes responsibility for the best possible management of risk factors.

Internal and external communication will be a fundamental tool for the development and growth model that the company pursues.

Objectives

- **Continuous improvement:** promoting virtuous actions and collecting useful suggestions for improving a management dedicated to quality and the environment from employees, clients, suppliers, customers, and all stakeholders;
- **Innovation:** investing in the efficiency and effectiveness of company processes through a gradual and progressive development of organizational and managerial capabilities;
- **Efficiency:** allowing the monitoring and measurement of individual processes, ensuring compliance with the quality characteristics of the process/product/service pursued by the company;
- **Customer satisfaction:** providing services capable of fully meeting customers' needs in terms of functional and qualitative reliability, while complying with all legislative and regulatory constraints, with particular attention to environmental legislation and sustainability;
- **Development of new products:** developing products that meet or exceed customer expectations in terms of functionality, design, ease of use, and durability;
- **Reduction of production costs:** utilizing the best available technologies to achieve maximum production efficiency and pursuing continuous improvement in the execution of operational and work activities, serving as motivating factors for the resources operating within the company.

Periodic Management Reviews will allow for the analysis of objectives and the implementation of any necessary adjustments.

The Management of FRANCEHOPITAL undertakes to respect, verify and update the Quality and Environment Management System.

Gunnar PERONI
President

Lidia VASCON
Vice-President

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