

QUALITY POLICY

The Management of **I KNOW HEALTH S.A.** bound:

- In full **compliance with the agreed requirements of customers** in every transaction with the company,
- The **continuous improvement of the quality** of services and products provided to its customers, in order to meet their needs to the maximum possible extent,
- The **provision of all necessary resources** for the **implementation and continuous improvement** of the Quality System,
- The **lawful and proper operation of the business**, following faithfully and without deviation everything that is mentioned in the applicable legislation and is related to its activity,
- **Ensuring that the quality policy and quality objectives** are defined and fully **compatible with the Company's framework and strategic management**. Quality objectives have been set and maintained as part of internal control procedures, monitoring and system review with the ultimate goal of increasing customer satisfaction. The increase of sales at all levels of the business with the parallel maintain or increase staff interact and cooperate with high customer satisfaction, zero complaints and system nonconformities.

In the above context, **I KNOW HEALTH S.A.** aims:

- the development and institutionalization of simple and flexible operating procedures,
- notifying and communicating to the organization the importance of customer satisfaction and applicable regulatory requirements;
- contributing to the protection of the health and well-being of patients,
- standardization of working methods,
- ensuring the stability of the quality of the products and services offered,
- the development of mechanisms for early prevention and detection of quality problems,
- improving and modernizing the company's organizational structures,
- increase customer satisfaction.

It is the belief of **I KNOW HEALTH S.A.** that the implementation of the Quality System for medical devices according to the international standards ISO 9001:2015 & ISO 13485:2016 will greatly contribute to the implementation of the company's objectives.

We strongly believe that quality is achieved through the perfect organization of the company, as well as through the analysis, recording, institutionalization and implementation of clear operating procedures which are faithfully followed by all, until the final result is produced.

SCOPE:

- Development and support of medical software.
- Distribution of medical devices.

We declare that in the company:

- Quality is the guiding principle of all its activities.
- The final judges of the quality of our products are the customers.

IKNOWHEALTH S.A.

IT Services

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FROM THE MANAGEMENT