



POLITICA PER LA QUALITA'

The top management of FAVERO HEALTH PROJECTS SpA considers quality an integral part of the company's strategy and therefore uses it as a constant reference in corporate decision-making.

Accordingly, it has set the objective of ensuring that its products and services are characterized by performance, functionality, reliability, safety, and usability, in compliance with the requirements of the new EU Regulation 2017/745, all applicable binding regulations, and at the same time offering products at prices that allow the company to maintain and strengthen its leadership position.

To achieve these goals, the Quality Management System, which is strategic for the company, is based on three "main pillars".

Continuous Improvement and Maintenance of Effectiveness

With the aim of maintaining and increasing the company's competitiveness, top management has decided to develop and continuously monitor a Quality Management System compliant with the requirements of UNI EN ISO 9001:2015, UNI EN ISO 13485:2021, Directive NAWI 2014/31/EU, the new EU Medical Device Regulation (MDR) 2017/745, and all other applicable EU Directives.

Management is committed to the continuous improvement of the system, and to maintaining its effectiveness and efficiency regarding the reliability, safety, usability, and performance of products and services.

Customer Satisfaction

FAVERO HEALTH PROJECTS SpA aims to establish partnership relationships with its customers. In this perspective, customer satisfaction—both in terms of explicit (requirements) and implicit needs—is considered essential to the company's strategy.

With the goal of fostering customer loyalty, the company provides support in product selection, ensuring that requirements and expectations are met, assists during installation and/or commissioning phases, and guarantees a prompt and efficient after-sales service.

Success Factors

Accordingly, the company identifies the following key success factors:

- Thorough knowledge of its market area, also supported by many years of industry experience;
- Product and customer service quality;
- Constant pursuit of innovative solutions;
- Flexibility and promptness in responding to customers;
- Compliance with established requirements;
- Compliance with applicable legislative and regulatory provisions;
- Involvement of all company personnel, regardless of role, so that everyone becomes an active contributor to the company's development.

Based on these principles, top management implements the Quality Management System, assuming full responsibility for both strategic direction and operational guidance.

In developing the management system, certain boundary conditions must be clear:

- The Quality Management System is not, and must not become, an unnecessary bureaucratic burden; it must retain the necessary flexibility.
- All personnel must be actively involved in the quality policy.

Therefore, this document shall be disseminated so that it is known and understood by everyone.

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General Management
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