



delmont imaging



Quality policy

The quality policy describes how Delmont imaging is committed to ensuring that we bring safe products to market that satisfy our customers.

We, Delmont imaging, have drawn up this policy with the aim of identifying the conduct, values and principles that should guide our work and our decisions within our company, with our partners and in our community in order to fulfil our mission:

To improve the care and management of all patients, whatever their age and whatever their future, by providing the profession with innovative, effective and less traumatic solutions.

We are committed to respecting these principles in everything we do, so that our activities reflect positively on our employees and our company.

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Our quality commitments

➤ Meeting our customers' needs

Our customers and partners are one of our most precious assets, and maintaining their satisfaction must be the driving force behind our actions, in terms of both products and services.

➤ Ensuring patient safety

Our quality approach must ensure safety for the patients and compliance with regulatory requirements. It is part of a proactive, effective and risk-resilient strategy that offers a guarantee of confidence and differentiation to all our company's stakeholders.

➤ Aiming for zero defects

We have to set ourselves the challenge of finding opportunities for continuous improvement to achieve zero defects and zero waste, in order to create a competitive advantage.

Customer focus

We are committed to customer satisfaction and patient safety. To achieve this, we are implementing the following strategy:

- Understanding of the market and exhaustive analysis of our competitors,
- Identification of clinical and customer needs,
- Implementing a quality approach to respond effectively to these needs.

To achieve this strategy, we are establishing an ambitious quality management system in accordance with international standards ISO 9001 and ISO 13485, with clearly defined, monitored and updated objectives.

We expect our employees to commit proactively to this system and, if necessary, to question commonly established economic paradigms. This approach must ensure the company's longevity, and the sole pursuit of immediate profit must under no circumstances call it into question.

System approach

We realise that inconsistent activities are the main obstacle to a company's efficiency and the delivery of quality products and services. We therefore focus on implementing a management system to ensure that operations are strictly necessary, consistent and efficient. In this way, we ensure that our employees can concentrate more effectively on customer satisfaction.

Such management system allows us to carry out only activities:

- Validated: they give the expected result,
- Reproducible: they can be carried out consistently and correctly,
- Verified: they are actually carried out and checked.

This system is put in place with the involvement of all our employees so that the methods adopted are the most effective, giving the best results while saving the resources used.

Continuous improvement

We recognise that a management system is a living thing and needs to be continually improved. This allows us to be resilient to changes that we cannot fully control. To this end, we continuously monitor our quality processes and carry out internal and external audits throughout the year. In this way, we identify our needs for improvement and put them in place. Continuous improvement guarantees a competitive advantage and the long-term future of the company.

We do not confuse continuous improvement with permanent improvement, which disrupts the system, making it more cumbersome and less efficient. Continuous improvement involves controlled and validated incremental changes to achieve better results while using the same or fewer resources.

Factual approach to decision-making

We base our decisions on a factual approach based on scientific reasoning. To achieve this, our quality system guarantees the collection of robust and reliable data in real time, generated by all the company's processes. Our decisions are then the result of evaluating this data using rational methods. We do not make decisions based on feelings, or on approximations that could lead to erroneous conclusions.

Valuing perfection

We recognise that no system, product or service is perfect, but this is no reason to lower our acceptance threshold, because every error has harmful consequences for patient safety and customer satisfaction. Our excellence comes from our ability to manage these errors, and we are aiming for zero defects.

We seek for excellence in our products and services and accept nothing less. This can only be achieved through constant and repeated hard work. Excellence is therefore not a goal but a habit, and we are not interested in measuring our efforts but in achieving our results.

Our staff understand that perfectionism is not a refusal or fear of failure, but a willingness to do what is difficult in order to achieve what is right for our patients and customers.

Employee commitment

We expect our employees to be fully involved in the development and application of the quality management system and to be the driving force behind the continuous improvement of our quality approach. To this end, we encourage our employees to learn about quality issues so that they feel able to question and take the appropriate initiatives in relation to their position.

All our employees have a duty at all times to take action on continuous improvement at their own level or to pass on any broader ideas to their manager.

Commitment from our partners

We expect the same level of quality management from our supply chain partners and can select them accordingly.

We are committed to a mutually beneficial approach with our partners to ensure the best possible end result. To do this, we support them in their own quality approach and share our own experience.

Information and entry into force

This policy is communicated individually to each employee when they are hired and annually during their personal interview. Any questions can be addressed to policies@delmont-imaging.com.

Please take the time to familiarise yourself with this policy. It is a resource for understanding our principles and values, so that you know what is expected of you as a representative of the company, and also our partners, so that they know what they can expect from us.

If you find yourself in a situation that you believe may violate this policy, or if you have any questions or concerns related to this policy, please speak promptly to your manager or the Quality Manager. When in doubt, the company wants you to come forward and will not tolerate retaliation against anyone for coming forward. It is the responsibility of all employees to help ensure compliance with this policy.



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