

The logo for 'werfen' is displayed in a white, lowercase, sans-serif font against a dark blue background. The background features several diagonal lines in a lighter shade of blue, creating a dynamic, geometric pattern.

QP-001\_GNM-Quality Policy  
Werfen B.V/N.V.

## Quality Policy

The organization is active in the medical laboratory market and the policy includes the responsibility to improve the quality of patients' lives through our products and services.

It is our goal to achieve excellence in the quality of products and services offered in compliance with strict local and international standards relating to safety of use, reliability, functionality and respect for the environment, aiming at continuous improvement and managing to be a respected competitor in the field.

Our objectives:

- Exceeding our customer's expectations in all products and services
  - Understanding and meeting the quality needs and expectations of all our customers and to meet all other applicable requirements
- Continuous improvement in the effectiveness of our quality management system (QMS) based on ISO 9001:2015
  - The purpose of our Quality Management System is to standardize processes as much as possible, and to be able to check the performance of the processes resulting in continuous improvement of the processes in the organization.
- Compliance with laws and regulations pertaining to the quality, safety and performance requirements in all countries where our products and services are offered

Werfen Benelux is achieving this by supporting spirit of initiative, teamwork, respecting the professionalism of individuals, consensus and focus on objectives, commitment to obtain customer satisfaction, which every employee of Werfen Benelux practices and is responsible for.

Our objectives:

- Employee dedication to a shared quality culture, teamwork and creativity
- Support by the Werfen Group through investing in new technologies and products
- Training of all employees to ensure they can offer our customers the latest products in the most professional way; and (individually) develop (personal growth)
- Receiving customer information that is used to improve products and services in the short or long term, to deliver innovative products and services in the future
- Documented and reviewed quality objectives
- Commitment to excellence in delivery and service


This quality policy is the base for our annual review and continuous improvement plans.

Continuous improvement is vital to ensure that our customers receive high quality products and services at all times and customer satisfaction is achieved, in all we do.

Approved by:

Jakob Lepercq,

General Manager Werfen B.V. / N.V.

DocuSigned by:  
  
B602885BC7C94B5...

**Version Control**

Versions			
Version	Date	Author	Modifications
v.1.0	27NOV2023	Jakob (J.G.O.) Lepercq	CAPA 600004270 Transition to an electronic QMS. <i>Legacy document number:</i> 5.1 Quality policy / Rev4 / 09-03- 2018

**References & Resources**

Reference / Resource	Short description
ISO reference	ISO 9001:2015 normative reference 5.2 to which, the activity described in, this policy is related.

**Document classification and status**

<b>Document classification</b>	Internal and External use
--------------------------------	---------------------------

<b>Document status</b>	<b>APPROVED</b>
<p><i>This is a controlled document maintained through the ERP database. Whilst this document may be printed, it must be verified to always use the latest version of the document controlled in the ERP database of Werfen Benelux.</i></p>	