

## Quality Assurance Policy of IGS Italia

IGS Italia considers quality a key element of its business strategy and promotes commitment to quality at all levels of the organization. For this purpose an internal Quality Management System (QMS) has been introduced, which complies with the standards of both UNI EN ISO 9001:2008 and UNI EN ISO 13485:2004. All employees of IGS Italia have to operate conform the rules and procedures of the QMS as outlined in the Quality Manual of IGS Italia.

The Managing Director promotes and supports the efforts to meet the requirements of the QMS and to maintain and continually improve the effectiveness of the same by emphasising the importance of information management to the entire organization of IGS Italia (providing the right information to the right person at the right time).

The Quality Manual of IGS Italia supplies the necessary instructions for the planning and implementation of actions for continuous involvement, training and updating of personnel at all levels of IGS Italia's organization and in particular those engaged in activities related to quality.

The Quality Assurance Policy, defined by the Managing Director and consistent with the general business policy and strategy of IGS Italia, establishes the following priorities:

- Compliance with Legal Requirements
- Customer Satisfaction
- Quality of Products / Services
- Development of the Company
- Involvement of Employees
- Relation with Suppliers

These priorities are translated into an annual plan with objectives and targets for each level of IGS Italia's organization and with a clear definition of indicators and eventual programs and responsibilities for each objective (MD0504).

The Managing Director is committed to supply adequate resources and tools in terms of expertise, equipment, information, economic and financial resources for each defined objective and target and to monitor their suitability continuously.

As decision making is based on data and information analyses, the Managing Director promotes a methodological approach throughout the organization of IGS Italia, which focuses on the systematic collection of data and its punctual analysis. Therefore, the Managing Director has appointed the Quality Manager as representative of the Direction for the monitoring, maintenance and improvement of the QMS in accordance with the defined objectives. The Quality Manager may employ the services of qualified assistants. On a regular basis the Quality Manager will perform an audit of the QMS in order to verify the implementation and effectiveness in reaching the objectives and to arrange eventual corrective actions and improvements.

The Managing Director agrees to review the adequacy of the QMS according to Section 5 of IGS Italia's Quality Manual at least twice a year and to provide guidance on the eventual necessary corrections and / or improvements to the structure of the same. During these reviews he will also verify real values against the defined annual quality objectives and discuss eventual deviations. The Quality Assurance Policy will also be reviewed periodically (at the time of the review of the QMS and in conjunction with changes in the QMS) and revised when necessary. To facilitate the distribution and understanding of the Quality Assurance Policy, the Managing Director will meet with line managers on a regular base in order to increase the awareness of the role of each individual in the organization of IGS Italia.

IGS Italia s.r.l.  
March 2009