

INTELSINT is a partnership, founded in **1989** from the experience of the founding partner in the field of Technical Assistance on scientific laboratory instruments, which sets as primary objectives of its business:

- **compliance with applicable legal requirements** relating to their own aspects of products, safety and hygiene in the workplace;
- **Customer Satisfaction**, with reference to both the products and the services provided;
- **continuous improvement in the area of Safety and Quality.**

In the course of its long activity it has constantly improved in the sector of the services offered, developing and producing a range of innovative products, able to compete on the international market with the great leaders of the sector. In order to offer a faster service that is closer to the economic / cultural reality of our Customers, the Management has chosen to create an organizational unit for Sales, Distribution and Technical Assistance in the various foreign markets.

Operating according to the principles of **Quality**, for our Company means constant effort at all levels, to continuously improve the Business Processes to create products and offer services, which meet both the Customer's requirements and the new **Regulation (EU) 2017 / 746 pursuant to Directive 98/79 / EC in Vitro Diagnostic Medical Devices** and which comply with **Legislative Decree 81/08 Protection of health and safety in the workplace.**

INTELSINT in **2007** obtained the first certification of the **S.G.Q.** in compliance with the **UNI EN ISO 9001: 2000** standard, developed and improved over the years until the achievement of **UNI EN ISO 9001: 2015** in **2019**; in addition, in **March 2019** also the **UNI CEI EN ISO 13485: 2016 Certification.**

Jointly in 2007 TÜV Rheinland certified our first RVG1 and RVX1 Histology Processors with the cTUVus mark, which was extended in March 2013 to the following models: TP-300, FTP-300, ETP, EFTP. In December 2015 we also certified the AUS Histological Slide Stainer. Currently the one for the CVR Coverslipper and for the modifications to be made on some functions of the ETP and EFTP model Processors is in progress.

The Covid-19 pandemic of **2020** is currently still the cause of continuous restrictive **DPCMs**. The Management immediately adopted specific measures aimed at preventing the risk of contagion among workers, evaluating and defining the methods of prevention and information necessary in order to avoid or contain it as much as possible. It should be noted that the risk of exposure to Coronavirus is not directly correlated to the specific work activity carried out in the company, but since there is still a potential dangerous condition, the Management as a precaution and precautionary measure has made every effort to offer all means of protection organizational and practical to its employees.

The commitment to meet the needs of the customer is realized through the following obligations:

- ◆ implement, obtain and maintain the Certifications by **TÜV Rheinland** of the **Quality Management System** in compliance with both **UNI EN ISO 9001: 2015, and UNI CEI EN ISO 13485: 2016.**
- ◆ systematic verification of compliance with contractual terms, standards and defined objectives;
- ◆ the knowledge of the needs and expectations of our customers, through the care of direct communication with them and the monitoring of the quality of the products and services offered;
- ◆ the detection of the degree of Customer Satisfaction, by means of interviews, surveys, analysis of complaints or requests received;
- ◆ ensure the creation of innovative products in compliance with the **applicable safety requirements**;
- ◆ the constant offer of training courses, including online due to Covid-19;
- ◆ aim at the success of our Customers / Distributors, because ours also depends on them.

INTELSINT pursues the continuous improvement of the effectiveness of its **S.G.Q.**, through:

- ◆ the achievement and maintenance of an adequate level of **competence of internal staff and Customers / Distributors**, based on the provision of training, on the development of skills and on the use of information technologies;
- ◆ the empowerment, involvement, motivation of all staff, stimulating discussions and proactive relationships, with periodic meetings and other activities; we are in fact convinced that it is essential that those who work with us are proud of what they do and why they do it;
- ◆ the pursuit of **continuous improvement of the Quality of products and services**, with the aim of pursuing technological excellence, combined with organizational simplicity to meet the needs of customers and reduce costs;
- ◆ the periodic review of the functioning of the **S.G.Q.** as a whole: Processes, documentation, achievement of Objectives, Corrective Actions, etc., through internal audits and / or by appointed bodies;
- ◆ a careful Risk Analysis carried out on all Company Processes.
- ◆ attentive listening to the customer, giving quick answers and professional support;
- ◆ the use of qualified suppliers and collaborators, who follow and respect the principles of our **S.G.Q.**

In order to achieve the objectives set out above, the Management undertakes to annually review this Declaration of the Quality Policy, illustrate it to all staff, keep it displayed on the bulletin board for consultation and insert it within the Management Document. All employees, in particular the Executives and Managers, have the task of ensuring that the principles indicated above are respected.