

## 2 QUALITY POLICY

With this QM Manual our quality management system is now in accord with the new ISO 9001:2008 standard.

The quality policy chapter is a logical and current continuation of the points described in our previous manual under "Quality Principles of the BIOMEDICA Group". In respect of further development and adaptation to the new process-orientated view of the QM system, the quality policy will also be defined in a new form. Nevertheless, addition to the existing principles is to be continued in respect of further development.

The essential principles of our firm's philosophy can be summarised, without change, as follows. These principles are also in accord with the legal requirements, which with the introduction of the Medical Devices Directive and the *in vitro* Diagnostic Directive was laid down throughout the EU:

### 1. CUSTOMER SATISFACTION

Customer satisfaction is our most important criterion of success. We thus orientate to the needs of our customers as well as to the quality of the products, to prompt and correct delivery, comprehensive training and subsequent service, as well as to the consideration of a fair price-performance ratio. In respect of customer orientation, it is decisive for our enterprise to recognise the needs and requirements of customers and the market of today and tomorrow. We attempt in this way to build up a long-term and future-orientated relationship to our customers. Especially in times of increased mobility and flexibility, we are especially concerned with establishing customer commitment.

### 2. COMMUNICATION

We strive for a flexible, transparent and networked organisation with open communication. The clear correlation between individual personnel and integration in the individual processes should foster understanding for the overall process and thus an all-embracing consideration for quality. Integrated EDP-supported processing, which accompanies all business processes, is to be further extended and refined. The standardising and simplifying of procedures are decisive for enabling understanding of the function of the entire system among all personnel.

### 3. PERSONNEL TRAINING

Qualified, motivated, responsible and independent personnel are decisive for the success and existence of our group. We therefore place great value on the promotion, further development and training of our personnel. Regular rotation within the groups should foster the feeling of a mutual orientation to objectives. Mutual training above and beyond the groups, foster understanding for the group and makes possible cooperation between differing firms within the group. Increased value should

be placed on inter-firm measures.

#### 4. WORK ENVIRONMENT

Safety and ergonomics at the workplace are also important to us. Evaluation of workplaces and regular medical care at work ensure that we can work in a conducive environment.

#### 5. SUPPLIERS

In a rapidly changing market with an increased number of takeovers and fusions of firms, it is especially important to have close cooperation with suppliers. Since market-orientated behaviour and success is expected of us, we are increasingly obliged to place strict standards on our suppliers. We fundamentally strive for representatives within our entire sales area to be able to use synergies between our markets. But in respect of group independence, we place great value on working together with several suppliers of related product groups. In this way we seek to meet the wishes of our customers in the long term without being dependent on a single supplier and thus becoming inflexible. The compatible quality principles of our suppliers, most based on ISO 9001, make possible a continuous and compatible quality policy.

This formulated quality policy is the basis for the organisation of the group, definition of the processes and the procedural instructions at the next level.

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