

## medavis Quality Policy

Realization of profits is the general objective of an organization, ranking higher than any other. Continual profitability is a vital criterion for companies and their workforce. The profit gained strengthens performance in the name of the whole company and, in addition, is prerequisite for investments and advancement of further development. Profit makes a company competitive.

This alignment should be implemented using the points described below.

### Customer Orientation

High demands on systems in health care are a matter of course. On a day-to-day basis we fulfil these specific requirements with our products and services and ensure through these the satisfaction of our customers. Innovative systems perfectly adapted to the needs of radiologists coupled with a self-explanatory user interface lay the foundation for medavis. Installations that are soundly planned and successfully executed, perfect customer briefing in the application and regular training opportunities complete these requirements. In addition, we are always checking whether our customers are satisfied with our products, our training courses and our services. Constant dialog and its outcome - whether it's a questionnaire after a training course or a visit to the customer, flow immediately into our improvement actions where they are promptly implemented. From the user's viewpoint - this is what medavis stands for.

When it comes to the question of high-quality system solutions in health care, with a fair price/performance ratio, medavis is always a strong and reliable partner. High sales figures safeguard our company and provide the basis for the financing of our development costs. This allows us to continually offer you the best service ever.

We also regard sales and service partners as our customers. Here as well we want to be a reliable partner or supplier, whereby we place special emphasis on a close and confidential collaboration. Constant dialog exchange between medavis and our customers when implementing a market development strategy makes it possible for us to build and strengthen long-term and successful business partnerships to the benefit of both parties. The experience gained from our partners as well as our own know-how constitutes a profit-oriented alliance for both parties.

### Products

As a provider of health care, we place high demands on our products and services. For us it is elementary to offer our customers service of inimitable quality and this from the development through to customer service. Our products are designed to be easy to use, saving unnecessary time and effort, therefore leading to the best possible results. With our solutions, our customers can make fast and reliable diagnoses of their patients, resulting in an ideal therapy. Successful healing without unnecessary duplicate examinations lead to satisfied customers as well as high efficiency, short lines of communication and methods for avoiding unnecessary costs in healthcare.

As we are always in close contact with our customers, they give us vital impulses and contribute to our continual improvements regarding our products and services.

### Distribution and Service Partner

medavis has and is still establishing long term relationships with local partners all over the world. These trustful relationships are based on reliability and availability - of software as well as of services. We work closely together and support our partners through developments and improvements in order to help them to serve their customers at low effort.

### Suppliers

We maintain very close contact with our suppliers as well which benefits both parties. We strengthen this collaboration with reliable and significant information which we supply from a user's point of view and therefore contribute to improving their products and marketing opportunities. With the help of improvement proposals and their implementation we are always able to equip our customers with the most up-to-date systems on the market.

### Quality Management System

A quality management system describes procedures and is the documentation of an organization's processes. All areas of the organization and the processes of the quality management system are continually reviewed so that their results help to measure the quality achieved both of products as well as services and processes, to discover optimization potential and to improve the quality further. The quality management system is analyzed, discussed and optimized in regular internal and external audits. Our objective is always to be one step better.

### Employee Participation

The most important chapter in a successful company is its qualified and motivated employees. This is why we - the management - place great emphasis on a pleasant working environment enabling employees to fully develop their ideas, their creativity and professional competence through actions with personal responsibility.

From the very first day and through their entire time in our company, we actively encourage our employees which in turn contributes to their own development.

Continual improvement, exemplified by top management and heads of department, is an expression of our quality management system which we actively uphold.

### Environment

medavis feels responsible for the environment and therefore tries to save resources. By principle we take care that purchased goods are produced environment-friendly and that used goods are recycled or properly disposed.