

ÁLVAREZ REDONDO, S.A. (ORTO ALRESA) has introduced a Quality Management System in accordance with the requirements of the international standard ISO 9001 and ISO 13485. This system has been introduced in order to adjust the quality management to new market needs.

ORTOALRESA is a company that has the following activities within the quality management system, certified by a Certification Body (CB) and accredited by ENAC, in:

ISO 9001

DESIGN, PRODUCTION, DISTRIBUTION AND AFTER SALES SERVICE OF LABORATORY EQUIPMENT, CENTRIFUGES, BALL MILL, AND SIEVES SHAKERS. DISTRIBUTION AND AFTER SALES SERVICE OF AUTOCLAVES, SHAKERS AND WATER BATHS.

ISO 13485

DESIGN, MANUFACTURE AND SALES OF CENTRIFUGES AND SPARE PARTS DEDICATED TO CLINICAL ANALYSIS, SEPARATION OF BLOOD FOR TRANSFUSION AND AUTOTRANSFUSION. SERVICING ACTIVITIES FOR CENTRIFUGES REPARATION AND MAINTENANCE.

- ✓ Quality management is aimed to satisfy our clients through our products and services. Therefore, we must meet their requirements, needs, complaints and suggestions.
- ✓ Flexible delivery. Achieving our purposes and making our planning permits better flexibility with lesser effort.
- ✓ We are committed to meet the requirements of the standards ISO 9001 and ISO 13485, our clients' requirements and legal and statutory requirements which may be applicable to our products.
- ✓ We are committed to maintain the efficiency of the Quality Management System.
- ✓ Suppliers are very important in our Quality Management System. For this reason, we work closely with them in order to establish evaluation and control guarantees.
- ✓ Furthermore, our team must participate actively in our Quality Management System. Therefore, communication between teams must be fluent and continuous.
- ✓ Customized claim support service. All our claims are handled by qualified staff of the customer service. This person is trained to clarify your doubts and solve your problems as soon as possible.
- ✓ The Quality Management System must set and goals in order to improve it and to ensure the effectiveness of the company's management.

This quality policy is available to interested parties who need it.



Signed by: Juan Ángel Álvarez González.
MANAGEMENT.
19th September 2019