

# Quality Policy and its Targets

**Quality is an issue that concerns all employees in the factory regardless of role or department.**

Shahak-Tec Ltd. is committed to providing high quality products and services at the discretion of our esteemed customers.

We strive to meet customer expectations through continuous improvement and implementation of our quality system, production processes and core technologies.

Shahak-Tec is certified to the relevant standards ISO 9001, ISO 13485 and its senior management is oriented towards developing leadership and commitment to risk-based thinking as a constant process and includes these principles as integral core values of the company.

In order to achieve this, the management objectives include excellence in all the main products: quality, timely delivery, quality management, customer satisfaction and compliance with applicable standards and regulatory requirements for medical devices.

We use the company's technical capabilities, reliability and professionalism as the basis for achieving our targets.

Shahak-Tec employees, we make every effort to provide the highest standards of safety, training and use of tools in the work environment, regardless of role or department.

**The targets of continuous improvement that can be measured in the annual management survey are:**

- Review of quality targets
- Customer satisfaction
- Quality of suppliers and subcontractors
- Number of deficiencies, corrective actions and preventive actions
- Results of internal and external audit
- Cost of quality
- Medical/cleanliness aspects in the clean room
- Environmental relations
- Actions to improve health and safety
- Risk-based approach to medical devices

**Quality objectives are determined based upon these results.**

**In order to achieve these objects we operate:**

- To improve the quality control system by applying cumulative experience in accordance with international standards
- To improve the reliability and discipline of employees
- To train employees in the values of friendship, openness and honesty as the basis of work
- To train employees to increase their ability at all levels
- To prevent malfunctions and remove all malfunction sources

A training program is designed to ensure that quality policy is understood, implemented and maintained at all levels of the organization.

**Quality is the way to success and ensures the continued existence of our company.**