

# Quality control policies

## IREMA

### For the services of **Assited reproduction**

The management of IREMA are committed to providing the highest quality of patient care and services. The company activities of Assisted reproduction using the techniques of Insemination (IAC/IAD/IUI), In vitro fertilization (IVF/ICSI/IMSI) and human tissue bank are subject to continuous review of their infraestructure, suppliers and internal control of the processes undertaken. To ensure the best quality of care and service for our patients, the management has put into a place a quality control system based on the norm UNE-EN-150-9001. This system is integrated into the day to day running of the business, which is constantly searching for ways in which to improve.

The policy of IREMA is supported by the following:

- 🕒 **To satisfy the needs and expectations** of our patients through a proven quality control system which enables the company to offer services of a proven quality.
- 🕒 **To comply with all the legal, technical, regulatory and customer specifications** that affect the businesses activity in terms of the quality of the service provided to patients and working conditioned of employees.
- 🕒 **To improve the relationshipo with our patients** and suppliers to enable an improvement in both technical and service performance, collaboration with them and helping them to meet their objectives.
- 🕒 **To prevent failures and correct them** when they occur by eliminating the causes.
- 🕒 **To strengthen the development of the worker** by facilitating their empowerment within the organization. The management of IREMA are committed to maintaining excellent communication between the different departments and to detecting and providing for the training needs of the staff.
- 🕒 **To make our staff aware of the implications of this policy** and to gain their unconditional support and enable them to comply with the guidelines above, this policy has been given to them to disseminate and understand.

The entire IREMA personal have assumed the responsibility for being self-managed, providing high quality care and services to our patients and are fully committed to the success of this quality control policy and all the actions that are derived from it.

**Signed:**

IREMA management

**Date - 25th july 2016**