

QUALITY POLICY

In order to succeed as a medical device translation services company and as individual professionals, we must keep in mind at all times: compliance to applicable regulatory standards, long-term client satisfaction, continual improvement, product and quality management system conformity, and good risk management practices. Specifically, this means that we will:

- ✔ Provide the highest quality service that is reasonably practicable within the scope of client requirements
- ✔ Strive to exceed client expectations
- ✔ Encourage client satisfaction and loyalty through our professional, courteous, and positive demeanor
- ✔ Keep our clients' best interests in mind when planning and delivering our services
- ✔ Develop innovative solutions and services that address client problems
- ✔ Consider and remain aware of our clients' applicable regulatory requirements
- ✔ Continually improve the effectiveness of our quality management system

