

# QUALITY POLICY

MIS management believes that high quality is a major contributor towards customer loyalty and satisfaction of our products, together with gaining new customers which will lead us to achieve our commercial goals.

MIS focuses on high quality products, procedures and services which are all critical and influential factors that guide management and employees alike.

Implementing the quality policy will emphasize quality as one of MIS's core values and will substantially contribute to the company's success. Therefore top management commits itself to comply with all quality and regulatory requirements and continually maintain the effectiveness of MIS's QMS.

MIS's vision is "Make it Simple" in other words everything should be conducted in a simple manner. MIS management believes that simplicity in products and processes positively contributes to their quality. Therefore, MIS policy is to supply quality products and services which are simple to understand and operate and which fully meet and satisfy customer expectations, as well as to incorporate simplicity in all company activities.

MIS management is committed to implementing simplicity in quality through the following means:



## Simplicity of products

- Producing and marketing simple to use products, which comply with the demands of the law and international standards and will comply with the relevant standards as outlined in the company's quality guidelines (in the most updated edition).
- Compliance with regulatory requirements in every country where company products are distributed.
- Listening and responding to the requirements and expectations of the company's customers
- Continuous improvement of the quality and simplicity of company products.



## Simplicity of processes

- Meeting goals and objectives designated by management for improvement of the quality of processes and products, guided by criteria and a measurement system for monitoring and inspecting them
- The execution of efficient processes under structured work guidelines, with emphasis on ease of understanding and learning the processes and the productivity of its use.
- High level of professionalism - continuous improvement in every field, with emphasis on employee training for better knowledge, expertise and safety.



## Simplicity of service

- Creation of service interfaces which comply with legal, and international standards requirements, while also being simple to understand and use, enabling convenient and productive activity for the providers and receivers of the service.
- Continuous improvement of the company's internal and external service provision procedures.