

RENISHAW MAYFIELD'S QUALITY POLICY

The Quality policy is determined by the manager in collaboration with department heads and the Board.

This policy consists of:

- guaranteeing the satisfaction of the end users by offering a high quality device equipped with high precision to support their work in the treatment of patients' diseases,
- guaranteeing the satisfaction of workers within the Renishaw Healthcare group by involving them in product development and the application of the Quality system,
- guaranteeing shareholder satisfaction,
- guaranteeing the respect of current regulations.

Management and personnel are committed to achieving good quality policy by reaching the following objectives:

- Define, develop and manufacture reliable products, respecting regulations and generating few client complaints.
- Obtain marketing licences in the countries where there is strong demand for our products, with the aim of increasing sales throughout the world.
- Deliver products which comply with specifications (delivery of a certification of conformity) in 100 percent of all cases.
- Guarantee rapid and effective technical support in the event of faults, to allow users to re-use their device as quickly as possible.
- Make products evolve according to clients' expectations and, at the same time, keeping up with technological evolution and regulations in force.

Management is committed to this Quality policy through annual communication meetings for all department heads or all personnel making sure the policy is understood and shared by all employees.

In order to guarantee a high level of quality to clients, the company's activities are centered on:

- a Quality documentation system based on rigorous procedures and work methods.
- meetings based on the implication and participation of each member of personnel in the decision-making process for a closer and more enriching collaboration.
- communication to all personnel with notes to Quality.

Together these measures allow us to quantify *RENISHAW mayfield's* actions in relation to personnel and clients.

THE ROLE OF THE QUALITY ASSURANCE MANAGER

The role of the Quality Assurance Manager as a representative of Management, is as the company's Quality guardian. For that, he/she will put into place, manage and follow everything linked to Quality. He/she is the interface between the company and clients for any and all Quality problems. During the management review, he/she brings up the evolution of client complaints, nonconformities and Quality indicators. He/she plays a key role in implicating and motivating personnel and ensures internal audits, procedure application, norms or any