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Key principles

Quality and environmental policy

Customer focus

- Close partnership with the costumer
- Transparency and trust
- Empathy
- Knowledge about their reality, problems and expectations

Continuous improvement

- QMS and EMS
- Collaboration and Leadership Principles

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- KPI
- Control and cyclic performance management

Adherence to law and standards

- Commitment to fulfil all legal requirements that apply to our activity
- Compliance code
- Anti-fraud policy
- GDPR
- MedTech code and industry standards

Management commitment

- QMS/EMS integrated policy
- QMS/EMS objectives
- Guide and lead
- Provide needed resources for the fulfilment of quality and environmental requirements

Products and services

- To generate diagnostics value
- for right treatment choicesImprovement of the patient's
- quality life
- To make customer's daily work easier, more rewarding and more fulfilling

Sysmex Way

Shaping the advancement of healthcare

Process map

- OTC (end-to-end process)
- High speed and efficiency
- Optimisation
- Objectives achievement

Sysmex employees

- Encourage responsibility, personal growth and integrity of every employee
- Onboarding and LMS
- Mutual respect and trust
- Team work

Environmental

- Environmental awareness promoted in our activity and installations
- Minimisation of environmental impacts
- Evaluation and action plan: implementation of environmental objectives
- CSR and sustainability

Satisfaction of interested parties

- Requirements and expectations of interested parties
- Feedback handling
- Communication

—DocuSigned by: Puter Georgi

9001:2015 in Sysmex España and Sysmex Portugal, as well as the implementation of ISO 14001:2015 in Sysmex España. The Management and all employees are fully committed to customer satisfaction, minimisation of the environmental impact and sustainability of Sysmex activities.

This quality and environmental policy supports the implementation of ISO

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