

	Reference: POL-MAN- 001	Title: Integrated Management System Commitment	Type: Policy	Version number: 2.0
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ZORGI provides support to the hospitals, private practices, and related Healthcare Institutions in their digital transformation in the care chain from the patient admission, invoicing, care and follow-up, hospital pharmacy, logistics, financial management to business intelligence.

ZORGI is a company dedicated to delivering software products and services in the medical sector: design and development, release to customer, support, and maintenance of software. Some parts of the software developed by ZORGI are qualified as medical devices.

The quality of our products and services is of strategic interest to ZORGI. Quality needs to be realized in a variety of domains: privacy, security, availability, useability...

Quality management requires an integrated approach to ensure client satisfaction and compliance with the requirements of a variety of applicable standards and regulations in a cost-effective way. Therefore, ZORGI implements the Integrated Management System (IMS).

The IMS system enables ZORGI to coordinate, measure, and improve all ZORGI's processes and activities, to achieve the expected quality level for the products and services and to optimize the operating efficiency. ZORGI undertakes actions to meet the requirements of applicable standards and regulations by implementing a process-based approach within IMS.

ZORGI ensures the effectiveness of the Integrated Management System (IMS) through:

- Making every needed effort at every stage of the processes to provide **operational excellence**;
- Promoting the **continual improvement and efficiency of the IMS by process control and measurement systems implementation**;
- Implementing a **risk-based approach** as part of processes;
- Undertaking all possible efforts **to safeguard** the customers and patients from risks related to safety, quality, or efficacy of products and services;
- Establishing objectives focused on meeting the **customer satisfaction** and **regulatory requirements**;
- **Protecting** the company **assets** and **privacy rights** of its staff members, clients, suppliers, and other stakeholders.

DocuSigned by:

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 Yours sincerely,

Giacomino Bonsignore

ZORGI CEO a.i.