

The Management of World Work S.r.l. has adopted a Quality Management System (QMS) in compliance with the UNI EN ISO 9001:2015 and UNI EN ISO 13485:2021 standards for *Design and production of pre-measured amalgam capsules and disposable saliva ejectors and marketing of pre-measured amalgam capsules.*

The primary purpose of the QMS is:

- **ensure the ability** to provide products and services that comply with the Customer's requirements and applicable laws and regulations;
- **increment customer satisfaction** through the application of the rules and procedures defined by the Management including the improvement of the System itself and compliance with the requirements indicated above.

The Quality Policy of World Work S.r.l. is made up of the following principles:

- **quality products and services:** all company processes must be based on the application of a quality system that allows us to respond effectively to customer requests in terms of product quality, performance and response times, confidence in product conformity of World Work and in line with the quality offered
- **MDR 745/2017 certification:** the company operates according to the requirements in compliance with EU regulation 2017/745 in particular with Annex IX relating to the conformity assessment based on the quality management system and the evaluation of the technical documentation
- **certainty of the Customer's requirements and assistance:** all technical and contractual requirements must be defined with the Customer, offering assistance in any improvement of the same, involving the Customer in the solution of problems;
- **respect and sharing of requirements:** the product and service requirements must be communicated at all levels of the organizational structure and each must undertake to guarantee the needs and expectations of the Customer and those defined by World Work internally;
- **Customer orientation:** company processes must be designed and implemented always having the Customer's requirements and expectations as the first input and increasing customer satisfaction as the aim - this approach must be adopted at all levels;
- **flexibility and adaptation to the Customer's needs:** the production organization must be able to meet any changes in the Customer's needs through flexible management of work scheduling;
- **risk based thinking:** the approach to risk management must be applied at all levels, strategic, managerial and operational, and must be part of the company culture;
- **professionalism and competence:** the Organization must ensure the use of personnel who have adequate skills and abilities and guarantee this requirement over time with appropriate training and professional development activities;
- **continuous improvement:** the company is committed to constant improvement of company processes over time with the aim of increasing the ability to provide services and products that comply with customer requirements and increase customer satisfaction with the use of automated processes, both for manufacturing and for product control, to guarantee the reliability and repeatability of the processes and the quality of the finished product;
- **worker safety and environmental respect are fundamental:** the Organization undertakes to adopt all necessary measures to ensure compliance with health and safety and environmental laws.

The policy expressed above is concretely applied through the definition of specific objectives and measurable indicators, the availability of the necessary resources and the participatory behavior of all staff.

The quality objectives are defined annually during the management review and communicated to all company levels.

The quality policy is periodically verified, during the management review, in its adequacy, in light of any changes in circumstances and knowledge. The quality policy is disseminated to all staff by posting on the notice board.

Date	Issued by	Reviewed and Approved by
21/02/2023	Quality Insurance Manager	Baldissera Daniela