



IVI GROUP'S MANAGEMENT SYSTEM POLICY

IVI is an innovative company focused on developing a common project: *providing high-level reproductive medicine, promoting scientific research, teaching initiatives and professional excellence.*

All services provided by IVI are aimed at offering our patients a wide range of services within the field of Assisted Reproduction, of the highest quality possible. Thus we have established a series of basic principles of our Quality and Risk Management Policy, aligned with the strategic direction of the group, which are known and respected by our employees:

- ✓ **Growth** base on the use of the most advanced techniques.
- ✓ **Scientific and technical leadership:** The sta_ at IVI remains highly skilled and undergoes continues training to ensure we have the best and most adequate technology to meet the needs of our patients.
- ✓ **To be a benchmark in Quality of Care**, focusing on the identification, analysis and elimination of any risks; for us the **Patient comes first**. Shared medical decision making, as well as the creation of a safe environment and process for the patient, implementing the controls, indicators and necessary checks to notify, prevent and mitigate the risks identified, will be part of the pillars of a service of the highest quality.
- ✓ IVI periodically reviews the management system and is committed to **continuous improvement** and the incorporation of the **KAIZEN** culture throughout the organisation, and through a specific program (IVISIS) it is applied to the diagnostic methods, the treatments performed and the business management.
- ✓ To ofer **personalised and highly specialised care** in order to exceed the patients' expectations and thus achieve optimal patient satisfaction.
- ✓ To **improve the employees'** skills, motivation, safety culture and satisfaction, and this will in turn lead to an improvement in patient satisfaction.
- ✓ To **guarantee the quality** of the service according to legislation, norms and national and international recommendations.

Valencia, 16th of November of 2017

Operations Director

