

Quality policy

RPK Medical is a technology-based company in the health field, which manufactures springs as components of medical products.

The main commitments of RPK medical are defined as:

- Provide products that satisfy legal and customer requirements, addressing risks and opportunities, so that a firm commitment to continuous improvement is maintained.
- Promote innovation, research and continuous improvement.

RPK Medical promotes the excellence of the manufacturing of our products to satisfy the needs of our clients in the health sector.

To do this, it is based on the following principles:

1.Customer focus

Observation and surveillance of the market allows us to know the needs, to understand and exceed customer expectations.

This knowledge provides reliable, safe and high-quality medical device component solutions that comply with applicable standards and regulations.

2.Process oriented

Satisfy the expectations of clients and users as the basis of RPK processes.

Maintain simple processes, establish clear objectives and apply resources flexibly, prioritizing prevention over correction.

Ensure the highest level of processes through qualification and validation whenever necessary.

3.Innovation and continuous improvement

Constant updating and search for knowledge and improvement of our processes and management systems through research and innovation in the field of health technology.

Collect and analyze customer suggestions, identifying opportunities for improvement and taking proactive measures to implement changes that increase the quality of our product, thus guaranteeing the effectiveness of the quality management system.

Apply systematic project management and the use of review methods and techniques, ensuring that products and processes meet demand objectives in terms of quality, costs and time.

4. Legal requirements

The commitment to comply with all legal and ethical standards, regulations and standards applicable in our environment, maintaining a management system that ensures compliance with all applicable legal requirements by the organization.

5. Commitment to society

Increase awareness of social responsibility, establishing practices and means to ensure the protection of environment.

Work in a respectful manner, preventing pollution and minimizing environmental effects produced because of the activity we carry out.

Maintain fluid and transparent communication with our partner entities (customer, governments/administration, suppliers, ...) to guarantee compliance with quality standards at all stages of the process and apply responsible practices that guarantee satisfaction of the company's expectations. Society in terms of sustainability, environmental impact, as well as a healthy and safe work environment for all workers at RPK Medical.

6. Responsibility

Define clear and binding objectives to ensure that each employee is responsible for the results of their work.

7. Knowledge and motivation

Promote a collaborative work environment and continuous learning, providing training and development opportunities for our team, where all people contribute with their skills and experience to the highest quality.

Vitoria, 19th of July 2024

Eduardo Melón

CEO RPK medical

A handwritten signature in blue ink, appearing to be 'EM', written over a horizontal line.