



DIMITRIADIS IOANNIS AND SON PC
Production of electrophoresis products
Business Incubator Thermi
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Quality Policy

Hellabio is committed to meet all the requirements of all the defined interested parts and apply all relevant legislation on the distribution of medical devices.

Our Quality Policy describes how Hellabio works with its Quality Principles and how the company strives for improvement and high-quality products to our customers.

Hellabio shall be a reliable supplier of quality products and services, meeting regulatory requirements and the needs of end-users, our customers and professional partners.

Quality is ensured throughout our value chain by quality management systems, continuous improvement and a highly qualified staff.

Quality Principles

The quality policy established by management, in accordance with the company's overall policy and strategy, sets out as priorities the following objectives:

- ✓ Systematic management efforts for the continuous improvement process;
- ✓ Growth through increased human resources;
- ✓ Involving staff at all levels to achieve company goals;
- ✓ Providing optimal solutions to customer needs;
- ✓ Base the relationship with the Customer and interested parties, on maximum collaboration, always and in any case, trying to evaluate all the requests in order to give timely answers, appropriate solutions and understand any implicit needs that may be met or generate opportunities for new services;
- ✓ Maximizing customer satisfaction;
- ✓ Work with customers, institutions and stakeholders in general to continuously improve the quality of service delivered and start (if possible) a shared growth path;
- ✓ identify the training needs of staff in order to plan coherent and targeted actions to guarantee the maintenance of their skills and professional development;

The Quality Management System is based on established and agreed rules and practices with all members of the company (employees and collaborators) formalized in specific documents and procedures that must guide each company function in the

performance of the activities in order to ensure the achievement of the objectives and targets set.

These goals are achieved through:

- ✓ The implementation of Quality Management System in accordance with the requirements of EN ISO 13485:2016.
- ✓ The definition of Quality Objectives in its operations in order to enhance the satisfaction of interested parts.
- ✓ The assignment of responsibilities and responsibilities.
- ✓ Controlling the Quality Management System services and processes.
- ✓ The Administration's commitment to provide all the necessary resources to improve the Quality Management System.
- ✓ We aim for the delivery of products and services that satisfy the needs and demands of our clients and that are following the regulatory requirements.

We continuously seek improvement of the QMS and performance related to the quality, environment, health and safety area and encourage participation of relevant employees in this improvement effort.

General Manager

Dr. Dimitriadis Ioannis



Quality Manager

Gkinis Spyridon



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