

Quality Policy 2024

The mission of Rethink Medical S.L. is to provide customers and professionals with safe, innovative, and effective medical products, forming comprehensive solutions that enhance the quality of life for end-users.

The management of Rethink Medical S.L. has implemented a Quality Management System based on the requirements of the UNE-EN-ISO 13485 standard: "Quality Management Systems – Medical Devices" and Regulation 2017/745 on Medical Devices. The Quality Management System covers the activities of: "Design, development and distribution of sterile urethral catheters and non-sterile accessories" (MD773669).

The Quality Management System aims to satisfy the customers of Rethink Medical S.L. customers by meeting all requirements, both those specified by the customer, legal or regulatory, and those necessary for the correct operation of the organisation. To this end, Rethink Medical works daily, taking on new challenges to innovate, develop, manufacture, and successfully market solutions that meet their needs and expectations.

To achieve this, the management of Rethink Medical S.L. commits to the following general objectives:

- Commitment to comply with the applicable legal requirements, in addition to meeting customer requirements and the requirements of the implemented Quality Management System.
- Commitment to promote the maintenance and continuous improvement of the implemented Quality Management System, employing all necessary resources in a sustainable and robust manner, to strengthen these foundations and achieve our objectives.
- Commitment to effectively control all our activities, emphasising the quality and safety of our products, customer care, and their satisfaction.
- Commitment to identify and eliminate sources of error, gradually reducing the number of non-conformities and customer complaints.
- Commitment to promote an understanding and dissemination of our Quality Policy within our organisation through ongoing communication with our employees.
- Commitment to provide and promote personal and professional development through an appropriate training plan for each and every member and collaborator of the Rethink Medical S.L. team.

The management of Rethink Medical S.L. commits to reviewing and approving this Policy at least once a year, making it known to all members of the organisation as well as other interested parties.

Szilvia Endrényi
CEO Rethink Medical S.L.



Gran Canaria, 12th January 2024