

PLC Quality Policy

Status:	Published
Version:	3.0
Date:	2019-09-02
Project:	MS
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Public

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Overview

This document is a cornerstone of Quality Management System in the organization. It explains why we pursue quality and what values we should follow.

Purpose

The goal of this policy is to explain why we commit to quality as an organization and what values we commit to follow when working together.

Scope

This policy is applicable to any person in the organization working on medical device products or health software. That translates into [MS Employee](#) and [MS Contractor](#) roles at least.

Policy

Pro4People is an **IT Solutions Provider** for companies manufacturing medical devices, health software, and non-regulated products. We understand that by the outcomes of our work we will influence the human lives. Medical devices help people in e.g. diagnosis, prevention, monitoring, prediction, treatment or alleviation of diseases. By supporting our clients in producing safe and reliable products and services we can help these people to change their lives for better.

In order to achieve it, we commit to providing **IT services** in respect to medical devices / health software products which are safe, secure-by-design, easy-to-use, and offer actual benefits for end users while reducing the related hazards. We accept the fact that hazards linked can never be fully eradicated but, by applying risk based approach, they can be limited to acceptable levels.

In order to support our Clients in developing such products we will pursue both the technical and process excellence in providing IT services, use the industry experience, follow and continuously improve our **know-how** defined in Quality Management System. We will be working jointly as a **team**, challenging each other in the pursue of excellence - **Excellence from the first bit**. We will learn from the past, continuously improving our operations so we can deliver even better services with each iteration. It should be also mentioned that medical devices operate in highly regulated environments, and must meet all the applicable regulatory requirements.

As the organization we value both **Maturity** and **Agile** approach while working on products. The former allows us to use our Organization and industry experience while developing complex IT solutions in the modern, interconnected world. The latter is focused on the fact that developing new products is a journey which should be opened for changes and innovation, additionally strengthened with **transparent communication**.

We manage and document our know-how in both Quality Management System and Information Security Management System. By continuously improving our operations processes we can grow as an organization delivering better IT services to our Customers, and through them to people around the globe.

Policy Compliance

Each person in the organization shall be acquainted with that Policy.