

### **QUALITY POLICY OF KEROX LTD.**

The basis of our success in business is ensured by the high quality of our products, and wide range of variety. Quality is an essential prerequisite for making a purchase decision and is an essential link between our customers and our company. Our product palette, competitiveness, standardization, and state of the art manufacturing and operating environment and recurring orders ensure our steady customer relations.

We meet the requirements of our customers and applicable external regulations. In order to maintain compliance, we operate an integrated quality management system in accordance with ISO 9001:2015 and ISO 13485:2016 standards in the following fields of application:

**MSZ EN ISO 9001:2015** „Design, development, production and sales of ceramic disc cartridges and wax motors for single lever mixer / distributor taps”

**EN ISO 13485:2016+A11:2021** „Design and development, manufacture and sales of materials for dental restorations.”

All medical devices which are produced and sold by Kerox meets the requirements of **(EU) 2017/745**, which conformity is certified by a notified body.

We are committed to preserve and strengthen our company's reputation, success, efficiency and competitiveness. Our aim is to acquire, and preserve our customers' satisfaction, maintain the compliance of our products bearing CE marking, applying up-to-date management tools, standardizing and improving our processes.

#### **To achieve these goals, the following priority objectives have been defined:**

- With continuous innovation to create up-to-date products tailored to world market demands,
- Evaluation service providers and suppliers, maintenance of a stable, competitive supplier and service provider relations,
- Applying state of the art practice and automated technology in production
- Applying modern measurement and analysis methods to systematic evaluation and standardization of business processes,
- Regular process evaluation, conscious exploration, analysis and management of potential risks,
- Application of product performance test methods that are capable of detecting concealed defects in constructions
- Certification of compliance with health requirements of products, continuous maintenance of compliance
- Creation of an operating environment that complies with legal requirements, in line with Kerox's market assessment and facilitating customer projects
- Employment of professionals whose competence is the basis of satisfying demands and expectations and are proactively supporting the pursuit of objectives.

#### **During realization of these objectives we emphasize the following:**

- When fulfilling orders, we avoid errors in all areas, and eliminate the detected sources of errors consistently. This improves the quality of the product and effectively lowers self-cost, thereby increasing the competitiveness of our products.
- Quality issues are not merely the responsibility of quality professionals. The entire organization, in particular top and middle management, workplace managers, and employees are responsible in creating a product that satisfies customer requirements and meets legal requirements. This requires conscious commitment and active co-operation beyond the boundaries of our specializations and individual positions, from our colleagues and from our suppliers alike. In accordance with this proclamation, general responsibilities are:
- The management of each department is responsible for ensuring that the quality and regulatory requirements affecting its field are well-known to the staff and that they are taken into account and respected during the performance of their duties.
- All employees are required to perform their tasks according to documented methods and processes.
- Workcell managers and employees are obliged to notify their supervisor or quality management director if any discrepancies or non-conformities are detected, and / or initiate the change of documented information if necessary.

Date: Sósokút, 19.09.2022.



Attila Kovács  
Chief Executive Officer