



The quality policy demonstrates the Management's commitment to implementing the requirements of the Integrated Management System according to the model defined in EN ISO 9001 and EN ISO 13485 standards adapted to our organization and type of business, and the framework for establishing, meeting and reviewing previously defined objectives.

The company was concerned with defining the Quality Policy in a way that would be compatible with its objectives, customer needs and continuous improvement, through the following commitments:

<p style="text-align: center;">CUSTOMER SATISFACTION</p> <p><i>WE WORK TOGETHER: Much of the success of our projects depends on our close collaboration with the customer.</i></p> <p><i>WE TRY TO SATISFY YOUR EXPECTATIONS: We use our experience to anticipate typical problems in order to meet and exceed your expectations.</i></p>	<p style="text-align: center;">COMPLIANCE WITH REGULATORY REQUIREMENTS</p> <p><i>The success of our company is the result of the trust placed in it by our customers. The management of all our interrelated processes as a system allows us to optimize them towards achieving our objectives.</i></p>
<p style="text-align: center;">RISK MANAGEMENT – RISK BASED THINKING</p> <p><i>We know our products and their relevance to people's health. We are cautious in their application identifying, evaluating and reducing as much as possible any risk that may be associated with them. We maintain strict compliance with the regulatory requirements applicable to medical devices and to development, distribution and after-sales service activities.</i></p>	<p style="text-align: center;">STAFF PARTICIPATION – APPROACH TO MANAGEMENT</p> <p><i>We want to have a work environment in which dialogue and cooperation are the tools for progress. We are a human team in which we all collaborate for mutual benefit. The recipient of an internal work process will be treated as a customer just like the recipient of a process outside the company.</i></p>
<p style="text-align: center;">LEADERSHIP</p> <p><i>We have the support and commitment of the Management. Management guides and involves everyone, being the main DRIVER in achieving the quality objectives.</i></p>	<p style="text-align: center;">FACT-BASED APPROACH TO DECISION-MAKING</p> <p><i>We use the feedback of information from our processes to guide us in the decisions we must make, always taking into account the objectives set and the mission of the company.</i></p>
<p style="text-align: center;">PROCESS APPROACH</p> <p><i>We have a work system in which we have identified the processes that create value. The activities of one team member serve as the basis for the work of another</i></p>	<p style="text-align: center;">MUTUALLY BENEFICIAL RELATIONS</p> <p><i>We maximize our efficiency and create value by having a wide network of external contacts and collaborations, always observing the utmost professionalism.</i></p>
<p style="text-align: center;">CONTINUOUS EFFECTIVENESS OF OUR QUALITY SYSTEM</p> <p><i>We operate in a sector in continuous technical and regulatory evolution, always adapting to changing circumstances. We accept this challenge, but we try to be self-critical, to identify our weak points and take advantage of how many opportunities for improvement arise, always with caution and when necessary. Achieving compliance with legal and regulatory requirements is a fundamental part of obtaining the continuous effectiveness of our system.</i></p>	

IdentiSoft/Xdoc are committed to complying with the requirements of the Quality Standard EN ISO9001 and EN ISO13485 (for IdentiSoft), as well as the regulations applicable to their area of activity.

	
MISSION	
Promote customer success by using technology as a source of value creation.	Desenvolver soluções completas de gestão documental, adaptáveis a diferentes realidades.
VISION	
To be recognized as a national leader in technological solutions for the dematerialization of workflows and processes for small, medium and large companies in the healthcare sector.	Apresentar soluções ótimas de gestão documental, para a desmaterialização de processos, que permitam o investimento, pelos clientes, na transição digital.
VALUES	
<p>Autonomy: promoting team spirit to overcome barriers and find the best solutions.</p> <p>Creating value: providing technological development for each client.</p> <p>Adaptability: creating solutions that can be adapted to the reality of each client.</p> <p>Integrity: respecting critical information and the rigor of solutions.</p> <p>Knowledge: investing in individual scientific knowledge.</p>	<p>Good relationships: knowing the characteristics and needs of customers to offer optimal solutions.</p> <p>Responsibility: respecting critical information and the rigor of solutions.</p> <p>Evolution: creating value in document management by considering solutions as just one of the possible components.</p>

Reviewed and approved by Management:

Rodrigo Rodrigues

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