

Excellence policies:

Clínica Ginefiv defines itself as an innovative healthcare service company, whose main **mission** is to offer patients a range of services of the highest possible quality within the area of fertility treatment.

Vision

"To be a leading clinic on a national level"

Ginefiv's management will provide the centre with the necessary resources and will propel the improvement activities that are suggested, in order to achieve the proposed objectives, based on:

- ⊗ Complying with the legal and regulatory requirements,
- ⊗ Conserving ethical integrity and respecting people, and
- ⊗ Ensuring the safety of the patients at all times.

These values are taken into account within the management's strategy, in order to...

"Make our present your future"

Directives in the area of quality have been established, which all staff should respect and follow:

- ⊗ Commitment to comply with the requirements and maintain the efficiency of the Quality System.
- ⊗ To instruct, motivate and involve all staff in the management and development of the patient management system.
- ⊗ To establish actions and programs orientated towards prevention and not only towards detection and correction.
- ⊗ To ensure that the services provided to our clients are reliable, trustworthy and that they meet the applicable specifications, regulations and codes.
- ⊗ To maintain permanent contact with our clients, collaborating to improve our products and services.
- ⊗ To develop programs for improving the products and services supplied in technological and quality aspects.
- ⊗ To apply all those legal requirements necessary for the provision of the service, as well as those that the organisation voluntary commits to.

In order to make these values a reality, the Management has decided to implement the **Excellence Improvement System** for private healthcare, whose recognition is based on obtaining the **SEP** brand and the international certificate in accordance with the **ISO 9001:2015** standard. Furthermore, our excellence program includes an evaluation based on the **European Excellence Model**, as well as an evaluation based on the principal healthcare accreditation standards.

This policy will be public and will be provided to all of our interest groups: clients, employees, allies, providers, subcontractors and other interested parties.

They establish periodic objectives and goals, in order to evaluate the achievement and to promote the continuous improvement of the management in general.

Ginefiv joins the Excellent Healthcare program and will promote its aims:

- ⊗ **Continuous improvement of its organization**, following the EFQM Excellence Model.
- ⊗ Ethical, healthcare and business **accreditation**, with certifications according to international standards and sectoral models.
- ⊗ Incorporation of renowned national and international **healthcare excellence standards**.

Dr. Luis Español
Director

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Excellent Healthcare

"Excellence in private healthcare"