



Fresenius Medical Services Quality Statement

The policy of Fresenius Medical Services (FMS) is to achieve and maintain a high standard of quality in all aspects of its operation and to continually satisfy the expectations of our customers in respect of all the services offered. The company is committed to effective quality management at every level within the business, understanding the value of continual improvement.

Services provided will be appropriate, safe and in compliance with applicable laws, regulations and professional standards. We aim for continual improvement and excellence.

FMS ensures that the Quality policy and associated procedures are understood by FMS employees through the introduction of the quality process during the orientation process, continuous improvement program and through involvement in accreditation processes.

The quality system is based on the following principles:

- Using corrective action process's to identify company / consumer needs and implement solutions.
- Actively and regularly seeking feedback from both internal and external customers, through surveys and other means. Any comments about the service are welcome and can be provided anonymously.
- Establishing and monitoring systems to continually evaluate and improve the quality of services.
- Quality improvement includes site specific and service wide activities and are continuously reviewed and changed to reflect the needs of FMS and its customers, while maintaining confidentiality.

Monitoring and improvement of quality standards is achieved through internal and external procedures.

- Accreditation through relevant external bodies
- Internal programs that include audits, surveys, quality improvement activities, performance indicator collection and monitoring, and regular equipment and building maintenance.

FMS's commitment to Quality improvement is reflected in its strategic planning, allocation of resources, role expectations and in the manner in which services are provided to both internal and external customers.

