



QUALITY POLICY IVI TEAM (GRUPO IVI)

IVI is an innovative company focused on developing a common project: *providing high-level reproductive medicine, promoting scientific research, teaching initiatives and professional excellence.*

All services provided by IVI are aimed at offering our patients a wide range of services within the field of Assisted Reproduction, of the highest quality possible. Thus we have established a series of basic principles of our Quality Policy, which are known and respected by our employees:

Growth based on the use of the most advanced techniques.

Scientific and technical leadership: The staff at IVI remains highly skilled and undergoes continuous training to ensure we have the best and most adequate technology to meet the needs of our patients.

Differentiation against competitors: Pursuing professional excellence in patient care, positioning ourselves as the leader and best option for patients undergoing assisted reproduction.

Enhancing efficiency by means of standardization and the use of unified criteria for quality assurance, resource optimization and improvement of employee productivity.

Leader in quality healthcare, maximising the quality of patient care in Assisted Reproduction.

Increasing **patient satisfaction**, offering personalized and attentive care and assuring quality in our services.

Promoting **staff** training, motivation and **satisfaction**, as this will lead to higher patient satisfaction.

IVI is committed to **continuous improvement** and the incorporation of a **KAIZEN** culture in the organization, using a specific program applied to diagnosis methods, treatments performed and business management.

To guarantee the quality of the service according to **legislation, norms** and national and international recommendations.

Valencia, 30th January 2015

Signed by: General Director

