

Quality Policy

EGS is a company that designs, manufactures and distributes 3D scanners and CAD software for industrial and laboratory applications.

It is also able to design and manufacture 3D scanners and CAD software for third parties for medical applications in the dental field, corresponding to the technical requirements expressed by the customer, in accordance with applicable regulations.

For the strategic development of the company and to meet and maintain high quality standards of its products, EGS believes it is essential to continuously build and improve its Quality System in accordance with the reference standards:

- ISO 13485: 2016 for the purpose:
"Design and manufacturing for third-parties of scanners and software for medical applications in the dental field."
- ISO 9001: 2015 for the purpose:
"Design and manufacturing for third-parties of scanners and software for medical applications in the dental field. Design and manufacture of scanners and software for industrial use and laboratory. Trade of scanners and related software for industrial and laboratory use."

Our commercial activities are oriented to the following fundamental principles:

1. Customer relationship

We strive to earn the trust of our customers every day and we want to build a lasting relationship with them. We offer customized solutions able to respond promptly to their needs, in compliance with applicable regulatory requirements. Our assistance service is constantly aimed at improving the satisfaction of our customers and promptly resolving any problems that arise in connection with the use of our product. We work every day alongside our customers and distributors to offer the best product, the result of our creativity, our technical skills and our constant commitment.

2. Product accuracy

We offer solutions that ensure precision and accuracy, in order to enhance the processes in use by laboratory operators and dental technicians.

3. Product safety

To protect the operator and the patient, we are committed to making only safe products in accordance with the applicable essential safety requirements, by adopting a suitable product and process risk assessment procedure.

4. Management responsibility

Management recognizes itself in the quality policy. It provides the tools necessary for the application of an effective quality management system. All employees contribute to the management of processes and procedures. They undertake to ensure that prevention has priority over eliminating errors. Opportunities and risks of internal processes are regularly analyzed and evaluated.

5. Employees Engagement

We strongly believe that clearly defined processes, a congenial work environment, mutual trust and targeted training improve the motivation, flexibility in performance and accountability of our employees. We want to be uniquely recognized for our authenticity and fairness.

6. Continuous improvement

We focus on our core business and, while respecting profitability, we aim at the constant improvement of our products, processes and procedures, as well as making our partners and distributors aware of our quality requirements and motivated to follow our principles.

7. Workplace safety

The management of EGS takes care of welfare and professional remuneration of its employees by providing them with a safe, confidential and stress-free environment according to Legislative Decree 81/08.

8. Communication

Our communication both internal and external is distinguished by transparency, truthfulness, reliability and correctness. It is the basis of our mutual trust and the trust that we expect from our customers.