



BULGARIA MEDICAL TRAVEL PARTNER LTD

Quality Management Statement

Bulgaria Medical Travel Partner LTD Limited was established in 2016 as medical tourist facilitator acting on the territory of Bulgaria that is not working exclusively with any particular hospital or hospital group. The aim of the company is to provide the clients with a range of safe, transparent, highly effective, world-class and affordable medical treatments; to be an active partner between the patient, and the medical provider; to help clients make informed decisions about the most relevant medical treatment; to provide solutions tailored to customers needs and expectations and to provide considerate service for all our patients' requirements so that they can experience comfortable, stress-free and hassle-free medical travel. We are based in Sofia, Bulgaria, as well as having employees in North London/South Hertfordshire region of the UK.

Quality is important to our business because we value our customers. We strive to provide our customers with products and services which meet and even exceed their expectations.

We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

1. regular gathering and monitoring of customer feedback
2. a customer complaints procedure
3. selection and performance monitoring of suppliers against set criteria
4. training and development for our employees
5. regular audit of our internal processes
6. measurable quality objectives which reflect our business aims
7. management reviews of audit results, customer feedback and complaints

Our internal procedures are reviewed regularly and are held in a Quality Manual which is made available to all employees.

This policy is posted on the Company Website and can also be found in the staff handbook.

Though the Managing Director has ultimate responsibility for Quality all employees have a responsibility within their own areas of work so helping to ensure that Quality is embedded within the whole of the company.

The policy review date is November 2017.



If you require any further information, please contact the Director:

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Signed

Vesselina Iv. Dimova
Managing Director

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