





*Ethics,
expertise and
technologically
advanced
products
for
patient care*

Alse Medica has always worked with multinational corporations that manufacture high-technology equipment and products with the purpose of giving patients the highest safety and providing healthcare professionals with the best devices in their class and technical support. The Strategic Vision, the ability to innovate and anticipate needs have always placed Alse Medica among the main national players in the distribution of technologically advanced products that have a strong impact on patients in need of the best care. Expertise, enthusiasm and a deep sense of ethics have always inspired Alse Medica and represent the core values on which our company is founded to take on new exciting challenges.

Alse Medica

Alse Medica srl was established in 1987 and operates in the Medical and Hospital (public and private) supplier businesses sector.

Our company exclusively distributes—in the Italian regions of Lazio, Umbria, Toscana, Abruzzo, Marche and Molise—high-technology equipment, medical devices and vascular prostheses, produced by some of the most important and global multinational companies in the world.

Recently the number of companies distributed by Alse Medica on the whole Italian territory is rapidly increasing.

Reliability, trustworthiness, problem-solving skills and ability to quickly and effectively meet customer needs have made Alse Medica one of the leading companies in the market in supplying business to private and public hospitals and healthcare institutions.

Our Company operates in the following areas:

- Heart surgery
- Electrophysiology
- Vascular surgery
- Anesthesiology and Critical Care
- Extracorporeal circulation
- Cardiology
- Protective equipment
- Ventilation in Critical Care
- Blood Management and/or Blood Salvage devices
- Telemedicine
- Medical software

Alse Medica is certified UNI EN ISO 9001:2015 ISO 14001:2015
And mUNI/PdR 125:2022 for gender equity



Business Management

Our Top Management and a dedicated professional Team are directly responsible for our sales. The Post - Sales service is guaranteed by a network of territory sales reps and promoters who are dislocated , on a daily basis and in an appropriately coordinated manner, among all the healthcare facilities of the our relevant regions.

Our sales reps, manage their normal promotional activity, but even check delivery times, the compliance with the contract terms and ensure a fast post -sales service to our customers.

The organisational model of Alse Medica includes the effective operative involvement of each line of business through planned activities for every different function, skill and responsibility. The company is fully aware that service quality is also dependent on the continuous training of our personnel and the use of the most advanced technologies.

This is why in Alse Medica the methodical development of precise and systematic improvement plans, is aimed to analysing and maximising clients'p perceived satisfaction level, is one of our established practice.



Sales

The business headquarters is based in Rome.

Our Sales Department's main objectives is to improve the customer services and increase our market penetration in the Italian territory.

Alse Medica manages the purchase of all medical devices and services offered to our clients in the most rational, complete and efficient way; we cooperate with other parties mostly using feedback information for the preliminary and periodic assessment of suppliers.

We perform quality checks at the Incoming of ordered products with the immediate handling of non-compliance issues.

We cooperate with our suppliers and require corrective actions when needed.

Alse Medica, in the pursuit of customer satisfaction, believes that understanding the demands of our client's is crucial for the entire supply process.

With this purpose in mind, We have determined responsibilities, operating procedures and customer interfaces so that, before making an offer or accepting an order, it is ensured that:

- the requirements to be fulfilled are adequately defined and well documented;
- prices are constantly assessed;
- satisfaction of customer needs is constantly pursued;
- any differences between what is indicated in the contract and what is proposed in the offer are addressed and settled.

After-sales service

Alse Medica not only is involved in product distribution and Sales but also provides customers with continuous support and education

Alse Medica ensures:

- technical assistance upon delivery, including installation and testing of all medical equipment; programmed and not, maintenance for all equipment sold and installed.

Alse Medica also provides all relevant documentation for troubleshooting and maintenance issues.



- Training of healthcare professionals using medical equipment is carried out by specialised technical staff working for the supplying companies. The Education on the correct use of products offered is intended for all the time necessary for comprehensive learning and understanding. Training on products, when needed, is provided free of charge and at any time for the entire duration of the supply.
- Post-sales assistance is carried out at customer sites by our sales reps and product specialists working for the manufacturing companies. This service is available for equipment as well as for disposable devices, in both cases of failure and/or possible malfunctioning of products offered.
- When necessary, for the more sophisticated medical devices, the involvement of medical Proctors is made available to our users by Alse Medica for a faster, safer and quick learning procedure and product usage.
- Scientific and technical consulting services including continuous on-the-job training of personnel about new methods and techniques for the proper and successful operation of the products we supply are always available.
- User guides, brochures, technical sheets, national and international scientific literature are always provided.
- Companies represented by Alse Medica always guarantee the originality of equipment and products offered as well as customer service and preventive maintenance.



Strategic Marketing

Else Medica develops and maintains relationships with Customers, collecting data on customer satisfaction through specific questionnaires. The company keeps close contacts with the global scientific community on an ongoing basis by attending and participating in seminars, congresses and round tables on high-level topics related to the medical science industry.

The accurate analysis of customer needs, carried out together with the head of management, helps Else Medica anticipate the needs of healthcare facilities and strengthen business relations with new clients demanding breakthrough products.



Technical Service

Intervention modes and times in case of Technical Service

At customer request we guarantee assistance for the replacement of spare parts needed for the regular functioning of the equipment.

Additionally, we guarantee the compliance of equipment and spare parts to rules C.E.I.-EN 60601-1.

At the completion of each maintenance work, an intervention report is prepared which includes number and date of the equipment, type and serial number, description of work done, indication of any codes replaced, simultaneous signing by the technician of the manufacturing company and the client's representative..



Intervention modes and times for equipment maintenance

Emergency requests for disposable products , If the device is available in our stock , it's delivered from our warehouse within 24 hours from the customers call.

In case of special urgency, the delivery can be made within 8-12 hours.

If the device is not readily available in our warehouse, it will be shipped via express courier within

3 working days from the receipt date of the order, unless otherwise previously agreed for urgent needs.



Logistics

Else Medica is constantly committed to ensure that freight handling, storage, packing, shipping and delivery such as to guarantee the preservation of the product and its protection from any sort of damage in all phases (from acceptance of the incoming product to the testing of replacements).

Handling

Product handling during storage and shipment is carried out in ways and with systems that ensure the preservation of all quality, functional and packaging requirements of products.

Storage

Every product is stored in a defined and identified area, to guarantee its retrieval and easy handling as well as space optimisation. Areas are designed in such a way as to avoid damage or impairment to all products.

This activity is commissioned to the company specialized in Logistics, Shipping and Storage and is constantly checked by Else Medica.

Packing

Packing of single-pack and multi-packs products is directly carried out by the Supplier. Product identification is made by the Supplier in order to guarantee the precise tracking of the product during storage and shipment.

Preservation

The products currently marketed do not require storage/preservation methods other than those commonly known and used. However, when necessary, detailed specifications are defined for the preservation of perishable materials.

For products requiring isolation, this is ensured following the appropriate procedures.

Delivery

Product delivery is made with the protections and the means necessary to guarantee that product quality remains unchanged.

When required by contract, the company agrees to supply handbooks and user guides.

Quality Management

Else Medica management system is organized in such a way as to:

- consistently promote policies supporting business quality;
- ensure the correct retention of all internal and external documents;
- assess the compliance of documents and product release;
- guarantee post-sales service according to current legislation.

Else Medica has defined responsibilities, job descriptions, tasks and mutual relations of all its personnel; we check on the activities impacting the quality of the service offered;

we set out procedures that allow our staff to act with proper autonomy and knowledge in order to:

- promote the necessary actions to prevent cases of non-compliance relevant to service or processes;
- identify and record every issue related to service and management processes;
- propose, offer and initiate solutions through clear and appropriate communication channels within the company;
- check on the implementation of solutions;
- monitor the non-compliant event until a corrective action is taken.

To this purpose the Organization Chart and relevant job descriptions have been defined (and are updated in case of major internal changes).

At customer request, Else Medica can provide a copy of the company organization chart with both titles and names.



Corrective and preventive actions

ALSE MEDICA has defined documented methodologies to prevent or eliminate, should they occur, cases of non-compliance by effectively taking action against their causes through:

- Identification of the causes of real non-compliance cases.
- Management of products, processes and services involved in non-compliance events as a consequence of a Non-compliance Report or a Customer Complaint.
- Development of corrective measures able to eliminate or minimise the causes of non-compliance (including the definition of activities, resources, responsibilities, timescale and checking procedures).
- Implementation of corrective measures.
- Review of the effectiveness of corrective measures.
- Any company function, depending on the site and severity of the non-compliance event, may request a corrective/preventive action. Such request is filed on internal forms.

The person in charge of Quality management reviews the information provided and determines whether to initiate the Corrective/Preventive Action which will then be handled by an appropriate Improvement Group.

In addition to the well-established management of Preventive Actions, Else Medica implements Risk Based Thinking. This methodology involves a systematic analysis of the background and of all the processes in order to identify the relevant risks, evaluate them and plan actions aimed at eliminating them or reducing the likelihood of them occurring.

These activities are strongly encouraged and supported by the company management.



Else Medica is certified UNI EN ISO 9001:2000 with number 1282 of December 20th, 1999 and updated UNI EN ISO 9001:2015 of Oct. 26th, 2017 certificate UNI EN ISO 9001:2015.

On July 28th 2018 Else Medica was certified ISO 14001:2015 with certification nr IT.18.0185.00.EMS.

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