



# MERCADO MEDIC AB

*Company presentation*



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## A BRIEF DESCRIPTION OF THE COMPANY

Mercado Medic AB is engaged in the business of developing, selling and service of special chairs for all people with functional disabilities.

We also produce specially adapted chairs to various clinics, offices and industries. Our head quarter is situated in Sweden and the export office in The Netherlands.

### Our products and organization

Mercado Medic AB, (formerly Mercado Rehab AB), was founded in 1971 by Åke G du Rées, who developed the REAL chair in the 1960s. The REAL chair, in the form of REAL 9000, continues to be Mercado's main product to this day.

In addition to the REAL 9000 range, Mercado also manufacture indoor wheelchairs (REAL 6100), stand-supporting chairs (REAL 2000) and hygiene chairs for children (TEAM LAZY).

Mercado Medic AB is divided into sales, marketing, customer service, production, design, quality, purchasing and management.

Net revenue in recent years has been around SEK 70 million. Mercado design and develop their products

together with the Swedish Handicap Institute (SHI), and health professionals. Production takes place in-house, and all key components are manufactured on modern tooling machines at Mercado's head office on the island of Lidingö, Sweden.

### Our keywords

Mercado's policy since 1971 has been to offer a product that is functional, safe, good quality and flexible.

The REAL 9000 system consists of a limited number of components, which can be used to build chairs to a vast number of needs. A number of basic models have also been produced in order to make life easier for consumers and engineers. If the standard components are not sufficient, Mercado has extensive resources to produce customised special chairs for an individual user.

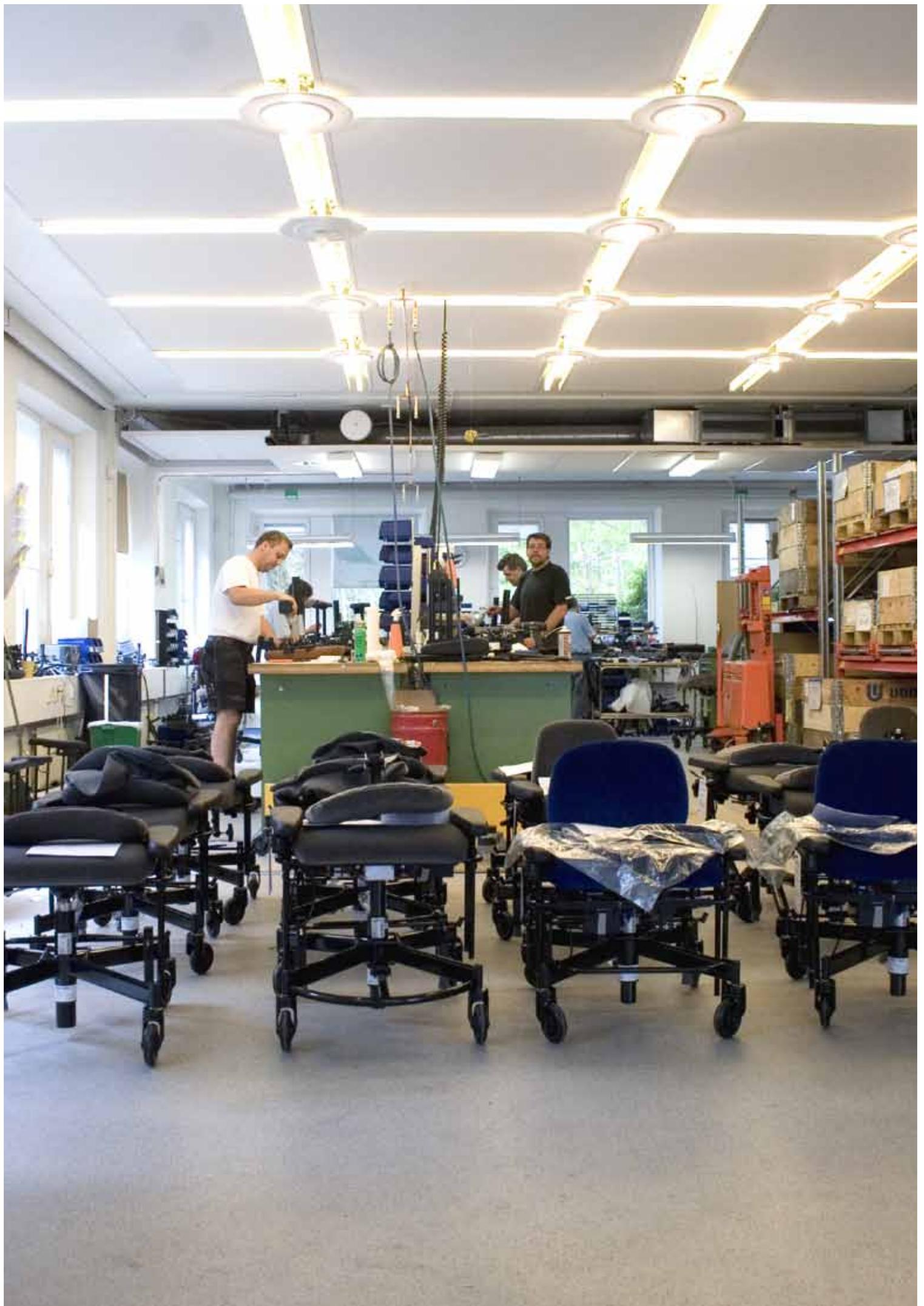


### Our business concept

To supply chairs with the maximum functionality and quality for users with various kinds of functional disabilities, quickly and at competitive prices.

By using a system-based approach, we combine extensive opportunities for individual adaptation with rational manufacturing, handling and recycling. Our customers shall feel that they are not only buying chairs, but also the very best quality, expertise and service level to go with them.

High quality, environmental awareness and good economy benefits our customers enables us to continuously develop our business.





### Quality policy

Mercado Medic shall market and deliver products and service of such quality that they fully satisfy the customer's requirements and expectations.

The quality of the products shall be guaranteed continuously through a systematic quality assurance process.

All employees are responsible for ensuring that their own work satisfies the customer's requirements. However good we are, additional improvements can always be made.





### Continuous development

We at Mercado are currently working hard to improve our products in terms of their environmental impact. This affects our choices of materials, surface treatments and manufacturing methods. Two areas to which Mercado has devoted great attention in recent years are delivery times and service.

We offer nationwide sales, trials and service via our regional offices. We can also offer favourable service and reconditioning agreements. We intend to continue to develop both products and service levels, and to simplify administrative routines by such means as the use of electronic commerce.

### Quality work throughout the whole company

In 2000 our quality management system was certified in accordance with ISO 9001:1994. Since autumn 2001 our business processes has been significantly improved with the introduction of process orientation in the business, and a transition to web-based document management.

Mercado Medic AB has been certified in accordance with SS-EN ISO 9001:2000 since June 2006, and has also been certified in accordance with ISO 14001:2004.

We are using the system as a powerful tool to improve our quality work and our products in order to meet our customers' demands for delivery performance and quick response to any enquiries and complaints.



### Environmental policy

At Mercado Medic we work continuously to minimise our environmental impact to both the global environment and the working environment.

All environmental concerns, from the production of component materials to the scrapping of discontinued products are embraced by our environmental work. This also includes any transport operations that the company can influence. Significant environmental aspects shall be taken into consideration even at the concept and design stage.



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