



QUALITY POLICY

The scope of the Company's business is the distribution of medical devices. The medical devices/products distributed will meet the applicable standards and compliance to meet our customers and suppliers needs and expectations. We will recognise the stakeholders in the company.

The Company is committed to meeting customer requirements for the quality of products and services supplied. It will realise consistent quality objectives by way of a Quality Management System, implemented and maintained; that complies with the requirements of the prevailing International Quality Standard ISO 9001. Steps will also be taken to maintain and improve the effectiveness of the Quality Management System as dictated by the results of regular analysis of the System performance.

Compliance with all other applicable statutory and regulatory mandatory requirements will be maintained by the Company.

The Commercial Director of the Company will set Quality Objectives (goals to be achieved) at the time of Management Reviews for communication throughout the Company.

The overall quality objectives of the Company are:

- to supply high quality medical devices and equipment.
- to achieve and maintain the highest standard of customer service.

To achieve these objectives we aim to:

- Maintain certification of compliance with ISO 9001 and other relevant standards.
- Recognise the need and provide appropriate, recorded, training for staff in their respective tasks.
- Make all staff in the Company aware that they are directly responsible for the quality of all products and services and to ensure that the quality policy is understood, implemented and maintained by all staff.
- Handle customer complaints and other feedback effectively and efficiently according to documented procedures.
- Continually improve processes.
- Provide adequate resources to ensure that these aims are achieved.

Both human and material resources will be made available by the Commercial Director showing leadership to provide continual improvement and effective maintenance of the Quality Management System and the achievement of the Quality Objectives.

All employees of the Company shall take note of this Quality Policy and commit to the maintenance of the Company's Quality Management System and all that it encompasses.

The Commercial Director of the Company endorses the requirements as set out in this Quality Policy.

Signed: -

Iain Short
Commercial Director.

Date: - 03/09/24