



Quality Policy

1. We are committed to meeting our customer's needs by delivering a competitive, quality supply and repair service in a professional way, whilst ensuring we are friendly and efficient.
2. We are committed to ensuring our customers receive the service they expect at the time agreed; we monitor our success by taking periodic Customer surveys. See also section 5.2.1a of the Quality Manual.
3. Sales and Marketing - we will promote and market our products and services with full integrity and will not make promises we cannot meet.
4. We will comply with the requirements of ISO 9001:2015 and 13485:2016 and all applicable laws and regulations in order to meet our Quality Objectives.
5. All personnel are trained to ensure they work in a safe and responsible manner, within our own premises and our customers' premises and the relevant sections of the Q.M.S. will be included in their training programme to ensure their commitment to maintaining company quality standards in accordance with the conditions set out in the Q.M.S. During the annual appraisal review (and at the time of the interim reviews) feedback will be sought from the staff and improvements made to the Q.M.S where necessary.
6. The company places repair work with other specialist companies, the quality of their work will be consistently reviewed, prior to delivery to the customer, to ensure their satisfaction. A Complaints and Preventive Action (CAPA, which includes non-conformities) will be logged by the Director/s where work is not to the standard we require and the matter pursued with the repairer in order to maintain the standard and ensure customer satisfaction.

We have identified those companies who are most necessary to success in our area of operation (see list of Approved Supplier list from QuickBooks) and will seek to forge stronger links with them and identify common goals so that we can make improvements to the service we jointly provide, where necessary. Our customer satisfaction surveys will be a key part of this process.

7. We receive orders for new surgical instruments and we currently use those manufacturers and suppliers who have proved to supply high quality instruments within an acceptable time frame (see latest list of approved Suppliers available from QuickBooks). The standard of instruments and lead times are reviewed as each order is received and any loss of quality or delay reported (using the CAPA log) to the Directors who will review the company concerned and take action appropriate to the content of the CAPA.

We will seek to establish close liaison with these companies to ensure we maximise our joint service, feeding back to them the appropriate information we gain from our customer surveys, together with any on-going comments received from the customer, e.g. hospitals, at the time of our service calls.

8. Health & Safety - we will ensure the reduction of hazards, prevention of injury, ill health and the protection of the environment by carrying out formal risk assessments and reviewing these regularly and monitoring the impact to the environment, including key performance indicators that are relevant to our organisation and by regularly reviewing and updating our Health and Safety policy
9. IT - We will ensure that our IT systems are kept up to date and are robust to deal with all aspects of day to day business with our customers and suppliers, through regular maintenance and IT support, daily backups. We will also ensure the security of customer and supplier data, General Data Protection Regulations (GDPR) legislation.
We will provide and update all relevant information about our business on our website.
10. Legal - We will comply with all compliance obligations, codes of practice and fulfil all other legal requirements that apply to our business.
11. The measures contained within this Quality Policy form the basis of the process for continually improving the Q.M.S.
12. The Management Reviews are the pivotal function during which the Quality Objectives, Areas for improvement, forward planning, Q.M.S. are reviewed, drawing upon the various sources of feedback: Audit, Customer reviews, CAPA analysis reports, Appraisal reviews, Supplier/ Outside Repairer reviews.
13. The requirements and continuing suitability of the Q.M.S will be reviewed at the time of the Annual Management Reviews in order to determine where improvements can be made (non-conformities and the follow up corrective and preventive actions will be reviewed at the time they occur to ensure that immediate amendments are made to the Q.M.S if necessary.

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