

# medi UK Ltd Quality Policy



medi UK Ltd is committed to being a leader in the sales and marketing of orthopaedic, medical compression garments and associated devices, and the Lifestyle ranges of CEP and Item m6.

medi UK Ltd is committed to transitioning to ISO9001:2015 by September 2018.

- Top management shall show leadership by taking full accountability for the Quality Management System; they shall determine the context of the organisation, the strategic direction, the interested parties and the risks and opportunities that need to be addressed.
- The Quality Policy, Objectives, Processes and all other requirements of the Quality Management System shall be determined, recorded and communicated throughout the company; when necessary they shall be communicated to external providers and interested parties.
- Quality Objectives are confirmed as follows:-
  - To increase sales into all sectors of the UK market
  - To have good employee relationships and maintain good working practices through training and development
  - To provide our customers with excellent customer satisfaction by acting upon issues identified by complaints from customers
- Continuing compliance of the Quality Management System to the ISO9001:2015 standard shall be sought through an annual program of internal audits; the results of which shall be used by Top Management to continuously improve the products and services, quality policy, objectives, context and strategic direction of the organisation.
- The use of the process approach and risk based thinking shall be promoted within the organisation.
- All organisational knowledge required for the ongoing continuity of medi UK's processes, goods and services, is to be documented and controlled by means of a quality procedure or written instructions; this knowledge is to be made readily available within the organisation.
- All Employees have defined roles and responsibilities; the organisation shall provide sufficient training and support to ensure they competently complete their duties within the Quality Management System.
- All Customer, statutory and regulatory requirements are to be determined, understood and consistently met; all goods and services provided to our customers shall be fit for purpose, cost effective and delivered on time.
- The level of Customer satisfaction shall be assessed and reviewed on an ongoing basis; any subsequent findings shall be used to improve the Quality Management System, Quality Policy and Objectives.
- The organisation shall continue to establish relationships with its customers, external providers and interested parties.

Signed  Ian Grant, Managing Director, medi UK Ltd

Date 19 DECEMBER 2017 Review due on July 2018