

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 range of CEP

medi UK Ltd transitioned to ISO9001:2015 in February 2018 and is committed to maintaining this standard

- Senior 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 meet our customers' expectations of our products and services, and to maintain high levels of satisfaction by acting on feed-back from our 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.
- The organisation shall provide training and support in order to meet the roles and responsibilities defined in the QMS
- 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 3 SEPT 2018 Review due on July 2019