



## QUALITY POLICY

Creed Medical Ltd (the 'Organisation') aims to provide defect-free products and services to its customers on time and within budget.

The Organisation operates a Quality Management System that has gained ISO 9001: 2015 certification, including aspects specific to its scope of certification.

In particular, the management will: -

- Monitor and measure the effectiveness of our business processes and company objectives through our Management Reviews and Internal Audit Processes
- Monitor customer satisfaction and set objectives for continuous improvement
- Analyse the causes of any complaint and take appropriate action to prevent recurrence
- Ensure the availability and competence of the support resources for the core processes
- Ensure that the company provides its services to all clients equally, without discrimination based on colour, race, nationality, ethnic or national origin
- Provide the necessary work environment to ensure the wellbeing of our employees and visitors
- Encourage all employees and stakeholders to identify problems and make suggestions to improve all aspects of our working practices. These will be considered by senior management and appropriate actions taken and communicated
- Ensure that all employees and stakeholders are aware of our Quality Policy and committed to the effective implementation of our Quality Management System
- Ensure that the company complies with all necessary regulatory and legal requirements and operates in a socially responsible and ethical way including the sourcing of products from approved suppliers who respect human rights.

The achievement of our quality objectives and continuous improvement is fundamental to all activities carried out within our company and must be practiced by all as an integral part of their daily work.

The management has a continuing commitment to: -

- Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
- Communicate throughout the Organisation the importance of meeting customer needs and all relevant statutory and regulatory requirements
- Establish the Quality Policy and to set Quality Objectives at relevant functions, levels and processes
- Ensure that the Management Reviews set and review the Quality Objectives, and report on the internal audit results as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System
- Ensure the availability of resources.



All personnel understand the requirements of this Quality Policy and abide with the contents of the Quality Management System.

The Organisation constantly monitors its quality performance and implements improvements when appropriate.

This Quality Policy is regularly reviewed to ensure its continuing suitability.

Copies of the Quality Policy are made available to all members of staff and to relevant interested parties.

Signed

*J R Karia*

Jahnvi Karia

Managing Director

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