

# Quality Policy Statement

We are committed to providing customers with service of the highest possible level of quality. In order to achieve this, we are continually improving processes, products and services. The implementation of the quality policy is the responsibility of all staff members, with overall responsibility residing with the Board of Director. It is required that all staff recognise and accept our philosophy of quality service delivery, accepting accountability for their own output.

## Commitment

In order to maintain our commitment to high levels of quality service & delivery, we proactively seek to:

- Fully identify and conform to the needs of our customers, improving customer satisfaction and ensuring that applicable statutory and regulatory requirements are determined, understood and consistently met.
- Monitor and review our service provision and processes, identifying potential errors and implementing the necessary actions to eliminate them.
- Provide extensive staff training, promoting a risk based thinking and process approach towards quality whilst communicating the importance of effective quality management and adhering to the requirements of the quality management system.
- Forge partnerships with our suppliers and major players in the Private and Public Sectors to ensure optimum business performance. We also ensure that our suppliers and partners that may be used in the delivery of our services also comply with our quality philosophy and company policies.
- Achieving and maintaining a standard of excellence in the operation of our business.
- Maintaining our reputation for innovation and a commitment to quality and ensuring that this is reflected throughout the organisation.
- Providing sufficient resources and equipment to ensure that we can operate to the documented management system. The management system is based on the principles of ISO 13485:2016, the International Standard for Medical Devices Quality Management Systems.
- Continually monitoring and reviewing our Quality Policy to ensure that it remains relevant and effective to the changing needs of our customers.
- The effectiveness of our quality system is monitored by planned audits, management reviews and customer satisfaction surveys to ensure quality service delivery.

## Implementation

At Algeos, teamwork, engagement, ownership and support by everyone are vital for achieving our quality objectives. However, responsibility for compliance to this policy rests with the Board who will monitor the effectiveness of the policy and its associated initiatives.

We are committed to providing the required leadership, management and resources and we will ensure that the Quality Policy is reviewed annually and communicated to employees and third parties.

Quality is about delivering what we promise in everything we do. Each and every one of us has the power to influence Quality and trust through our leadership, determination and passion.

**Max Sheridan**  
**Managing Director**

**4<sup>th</sup> January 2023**