

FLEXIBLE MEDICAL

ISSUE 13 February 2013

QUALITY and ENVIRONMENTAL POLICY

It is the policy of the organisation to maintain the highest level of customer satisfaction through the total understanding of customer needs, the provision of products that meet such needs and the continual improvement of internal business process to meet our stakeholders present, and future aspirations regarding quality and environmental issues.

Integral to this policy is our continued compliance with the following standards:

1. BS EN ISO 9001: 2008, ISO 13485 : 2003 & BS EN ISO 14001 : 2004
2. Relevant sections of the Medical Devices Directive 93/42/EEC. (as amended)
3. The Medicines and Healthcare Products Regulatory Agency for assembly and Packaging of Dressings and similar licenced products under the terms of our Manufacturer's Licence, and against the requirements of EC Directive 91/356/EEC.
4. The Soil Association Standards for organic health and beauty care products

A policy for quality and the environment conforming to the requirements of ISO 9001:2008 & ISO 14001:2004 has been established to ensure that it:-

- Is appropriate to the purpose of the organisation, the expected level of customer satisfaction and the needs of other interested parties
- Includes a commitment to meeting legal and other requirements, to continual improvement and prevention of pollution
- Has the resources needed and includes the contribution of suppliers and partners where appropriate
- Provides a framework for establishing and reviewing quality and environmental objectives and targets
- Demonstrates top management commitment and ensures the quality and environmental objectives and targets are communicated, understood and implemented at appropriate levels of the organisation
- Is regularly reviewed at the management review meeting for suitability and effectiveness addressing continual improvement and client satisfaction.

A key element of our policy is to monitor performance while highlighting areas of our business process requiring corrective action. To achieve this, the business operates a Client Service Index, which accurately measures the outputs of our quality system for each major customer, and also as a general index. Together with other measures including environmental KPI's, the business is now able to develop precise improvement plans, identify training needs of our employees, and benchmark our performance against market and other requirements.

Management is ultimately responsible for making balanced judgements, assessing the significance of variations in this sphere and taking decisions. In arriving at such decisions, the quality and personal integrity of staff are of fundamental importance. In this context, all effort is made to ensure that each person in the organisation understands that quality & environmental assurance is important to their future, know how they can assist in the achievement of adequate quality& environmental performance and are stimulated and encouraged to do so.

This policy is approved by the undersigned and is supported by all the levels of management within the organisation. All personnel shall be guided by the contents of the quality & environmental management system and no deviation from the methods and procedures set down shall be permitted.

Signed  Managing Director

Date 18/2/13

Signed  Regulatory Affairs Manager

Date 18/2/13

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