

Quality Policy

Avensys UK Ltd (the 'Company') aims to provide defect free service to its customers on time and within budget.

The Company operates a Quality Management System that aims to attain and retain **BS EN ISO 13485:2016, 9001:2015** certification, including aspects specific to the provision of medical and dental equipment repair, maintenance and associated services.

The management is committed to:

1. Develop and improve the Quality Management System
 2. Continually improve the effectiveness of the Quality Management System
 3. The enhancement of customer satisfaction
- Leadership and Management have a continuing commitment to ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction.
 - Communicate throughout the Company the importance of meeting customer needs and all relevant statutory and regulatory requirements.
 - Establish, communicate and apply the Quality Policy and its objectives across the company, leading people to contribute.
 - Ensure that the Management Reviews set and review the quality objectives, and reports on the Internal Audit results as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System. Ultimately, ensuring that improvement is driven from any identified nonconformity, risk or opportunity.
 - Continually monitor MHRA Device Alerts and inform our customers of any equipment risks. Report any serious equipment failures to the MHRA through our documented process.
 - Ensure a safe working environment by supplying our employees a process to report any incidents or near-misses, in accordance with HSE legislation. All instances of RIDDOR will also be reported to the HSE via the HSE website www.hse.gov.uk/riddor/
 - Ensure the availability of resources.

The structure of the Quality Management System is defined in the Quality Manual.

All employees understand the requirements of this Quality Policy and abide with the contents of the Quality Manual.

The Company complies with all relevant statutory and regulatory requirements.

The Company constantly monitors its quality performance and implements improvements as and when appropriate or necessitated by review.

This Quality Policy is reviewed annually at Management Review, to ensure its continuing suitability, effectiveness and commitment to improvement.

Copies of the Quality Policy are made available to all employees. Copies of the minutes of Management Reviews, or extracts thereof, are provided to individual employees in accordance with their role and responsibilities as a means of communicating the effectiveness of the Quality Management System. The Quality policy is available to interested parties upon request.

Endorsed by the CEO and Senior Management Team

Signed: CEO

Robert Strange

Date: 09/05/2018