



*Where Your Needs Are Our Business*

## QUALITY POLICY

### Statement of Intent

Surgical and Medical Supplies Pty Ltd has a goal to provide an extensive range of high quality medical products at competitive prices, specialised training and excellent customer service through an ongoing distribution model that meets with the customers' requirements, standards of measurement and complete satisfaction.

### Policy Objectives

- provide the financial and personnel resources to maintain and continually improve our certified management systems;
- ensure all employees are trained and have the knowledge and experience to carry out their duties in a competent manner;
- maintain a fair and creative work environment that respects and rewards new ideas, innovation and hard work;
- respond to any customer quality concerns in a manner that shows Management commitment and achieve Business Objectives and Key Performance Indicators as established.

### Strategies

Surgical and Medical Supplies Pty Ltd will achieve these objectives through the development and continuous improvement of its Quality Management Systems, benchmarking performance, attendance to tasks, open communication with its customers and a commitment to employee recognition.

At Surgical and Medical Supplies, we are committed to learning and knowledge sharing to further develop both technical and professional skills and utilizing available resources.

Each department has an important role to play in maintaining and continually improving systems and documentation. Management is responsible for ensuring adherence to the Quality Management System and for recording the impact of quality improvements.

### Policy Review and Dissemination

During induction each employee will be provided with a copy of the policy. Employees will have ready access to all quality policies and procedures.

This Quality Policy is available to relevant interested parties, as appropriate. This policy will be reviewed annually to ensure its continued suitability.

**Gail Pulford**  
**General Manager**  
**December 11, 2017**