

## Quality Policy

Guest Medical supply and distribute disinfection products, spillage kits, diagnostic kits, laboratory consumables, tourniquets and trolleys for healthcare and scientific use.

Guest Medical's prime business objective is to achieve a total customer satisfaction through confidence in the quality of products and service provided. Guest Medical is committed to providing products and services which fully meet the customer's needs and expectations in both function, statutory and regulatory requirements.

In order to provide and maintain consistently high quality work, Guest Medical has implemented an effective quality management system to ensure proper communication, operational control, processes and procedures that wholly support what it does with accountable records for all work undertaken.

We will aim to achieve this by:

- Communicating this quality policy to all interested parties via our website
- Being committed to continual improvement of our ISO9001 registered quality management system
- Leadership, commitment and support to ensure the effectiveness of the quality management system
- Leadership involvement in establishing and reviewing quality objectives
- Making continual improvement a part of every day and every job, through team participation, performance measurement, audit and review
- Knowing who our customers are and what they require, through open communication
- Enhancing our product range, whenever possible
- Working with our external providers and supply chain to improve our processes
- Providing opportunities for career upskilling within our workforce
- Instilling a team ethos throughout the company to employees at all levels
- Enabling our employees to meet quality requirements with good work first time, every time and on time



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April 2023



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April 2023