

# Medifab Limited Quality Policy

Medifab manufacture and supply a range of durable medical equipment from the Spex Seating, Shuttle Discovery and Agency product families to assist people with rehabilitation needs to relax, sit and function with postural support and pressure care provisions to meet individual needs.

We are committed to continuous improvement in quality and our mission is to meet or exceed our customers' expectations through providing Delivery In Full on Time In Specification (DIFOTIS).

We will achieve our objective through safety, quality, teamwork and consistency of care at all levels and will ensure this is communicated and understood.

Medifab commits to:

- Maintain certification to ISO 9001 and ISO 13485 quality system standards and continually improve our business processes and systems;
- Comply with the appropriate Medical Device Market regulations 93/42/EEC and Product Standard EN12182 (Assistive products for persons with disability. General requirements and test methods)
- Provide life changing products that are safe, effective and high quality;
- Continually improve the effectiveness of our quality management systems;
- Provide staff with ongoing training and development opportunities; and
- Identify, report, investigate and resolve all non-conformities and take action to prevent recurrence

This Quality Policy is reviewed annually along with our Quality Objectives. Any improvements identified from the review will be included in the Quality Policy to increase effectiveness to ensure continual improvement.



Roger Mascull - Medifab Ltd CEO

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