

# Quality Policy Statement

Nightingale specialise in the hire, sale and service of bariatric and other medical equipment.

It is our policy to ensure that our products and services meet our customer requirements in all respects and we have a commitment to satisfy applicable requirements of our industry through compliance with legislation, local instruction or contractual requirement.

The Quality Management System (QMS) operated by us complies with the latest issue of the International Standard for Quality Systems, namely, ISO 9001:2015.

The directors and managers are committed to the operation and maintenance of the Quality Management System and to ensure that the Quality Policy of the company is communicated and available to staff and all interested parties.

A fundamental part of which is the education, training and involvement of all personnel and in particular the enhancement of customer satisfaction by ensuring that we meet, or exceed customer requirements.

The QMS provides a framework for setting company goals and quality objectives, also the risks and opportunities facing the business, as well as internal and external issues that we face. These are detailed in our management system and it is the intention to use them to support our strategic direction. We implement and maintain ISO 9001 and use it as a springboard to further successes to ensure that we continue to act in a timely, dedicated, professional and controlled manner.

We will also use the quality system as a way to ensure that compliance requirements are met and checked through internal audits and reviews.

The quality of our product and service is controlled to ensure the early and prompt detection of actual and potential deficiencies, trends or conditions. This enables the company to take corrective action, which is both timely and effective.

The company is committed to complying with all requirements of ISO 9001 and continually improving the effectiveness of the quality system by being proactive in our continual improvement actions.

Only by being continually aware of trends within the business can our policy of achieving continual improvement be achieved and all employees and suppliers to the company are expected to contribute to this goal.

This policy is reviewed yearly for continuing suitability and discussed in the management review meetings.

Kevin Parry  
Managing Director  
11 November 2015  
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