

QUALITY POLICY STATEMENT

CD Medical Ltd aims to be the benchmark trading organisation in the field of sterile and non-sterile medical devices in the global market.

CD Medical Ltd operates simple, systemised and transparent processes that drive accountability, productivity and external focus.

CD Medical Ltd is committed to quality excellence, as well as providing unrivalled customer service, and achieve this by offering:

- Products that meet all standard requirements;
- First class customer service;
- Complete and on-time deliveries;
- Comprehensive, free technical advice.

Customers are at the heart of our business. CD Medical Ltd is committed to continual review and improvement of processes, products and services, to meet and exceed our customers' expectations.

CD Medical Ltd have established quality systems and monitor processes against performance targets set within business plans and objectives programmes.

CD Medical Ltd will achieve our improvement targets through continual training and communication of the key business objectives to all personnel.

Customer service measures are reported monthly as part of the "PROPS" commitment (Product Availability, Right First Time, On Time Delivery, Product Quality & Service Quality).

CD Medical Ltd has established working groups within the business to ensure that quality expectations of both processes and products are being met and where possible exceeded.

CD Medical Ltd is committed to continual improvement of both products and processes.

The framework for setting objectives lies within Business Planning for each part of the business, whereby targets are set based on opportunities for growth and improvement, and to eliminate and contain risks.

The Management Review Meeting considers the effectiveness of these management programmes outlined by this policy.

Signed by:  Date: 15/5/23

Print name: TAM SIN STRINGFELLOW

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