

 LAVENDER MEDICAL	Standard Operating Procedure	Ref: POL-QA-1000-05
	Title:	Cancels: N/A
	Quality Policy	Page: 1 of 1
Reason for Issue: Combined previous & new versions of QP		

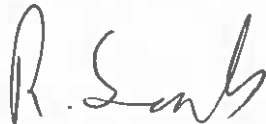
QUALITY POLICY

- Lavender Medical Limited (the 'Organisation') aims to provide defect-free products and services to its customers on time and within budget. The Organisation operates a Quality Management System that has gained ISO 9001 : 2015 certification, including aspects specific to its scope of certification. The management is committed to:
- Develop and improve the Quality Management System
- Continually improve the effectiveness of the Quality Management System
- The enhancement of customer satisfaction.

- **Lavender Medical is committed to maintaining the highest quality of service to our clients.**
- **Continually improve the effectiveness of the Quality Management system.**
- **To bring high quality, innovative products to the UK market that comply with all necessary regulations.**
- **To work with all our clients to help them deliver the best possible care to their patients.**
- **Teamwork and integrity in all relationships.**
- **To provide specialised support, innovative solutions, and comprehensive training that strengthens clinical expertise and elevates standards of care.**

All personnel understand the requirements of this Quality Policy and abide with the contents of the Quality Management System. The Organisation constantly monitors its quality performance and implements improvements when appropriate. This Quality Policy is regularly reviewed in order to ensure its continuing suitability. Copies of the Quality Policy are made available to all members of staff and to relevant interested parties.

Ramzi Saab
CEO



08/10/26

Greg Williams
Head of Quality

