

QUALITY POLICY

QUALITY STATEMENT

Peacocks is a multi-award winning medical group and the largest independent orthotic company in the UK. Established in 1903, we are a leading provider of clinical services and manufacturer and supplier of medical equipment including orthotics, and surgical decontamination equipment.

Over the last 120 years we have built a proud heritage, becoming a solutions-based company to all our partners and patients. The continued success of our business strongly depends upon our ability to understand and meet our customers' needs and requirements, to continuously improve the products and services we offer as well as compliance with laws and regulations relating to quality, safety, and performance requirements in all countries in which organisation's products and services are offered.

Our Quality Statement which is applicable to the purpose of the company and reviewed for continuing suitability, provides the framework for our Quality Management System strategy. It is used for establishing and reviewing quality objectives .

We will endeavour to:

- Meet and exceed our customers' needs and expectations
- Commit to comply with legal and regulatory requirements
- Ensure the involvement of our people
- Improving the quality of life of patients through innovation
- Manage our activities and related resources as a process
- Take a systematic, risk-based approach to determine the type and scope of controls used
- Achieve continual improvement by identifying measurable key performance indicators and using the 'plan, do, check, act' cycle to address them
- Take a factual approach to decision making
- Partner and communicate with suppliers to define and manage quality
- Put in place a robust governance and monitoring framework for clinical services
- Monitor, track and review each aspect of our Quality Management System and revise it as required at regular intervals to make sure it remains effective
- Provide the appropriate leadership to continually improve our quality management system
- Ensure the quality policy is communicated and understood within the company
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Our Quality Management System complies with the requirements of ISO 9001:2015 and ISO 13485:2016 and our statutory and regulatory requirements.

For and on behalf of Peacocks Medical Group Limited/Peacocks (Surgical and Medical Equipment) Limited



David Stevens
Group Managing Director