



Quality Policy

OUR COMMITMENT

In the centre of our efforts is the satisfaction of our clients.

This basic principle shall be realised by excellent quality of our products, uncompromised reliability of our services, environmentally sound operations and by maintaining the confidence, loyalty, and satisfaction of all our employees.

Consequently, we acknowledge our responsibility for:

The patients & our clients, our employees, the community.

In order to implement this strategic direction, we define three corresponding essential objectives.

The transfer of these objectives into practice is facilitated by the implementation, maintenance, and continual improvement of a Quality Management System. This QMS is based upon process orientation and risk control along the entire value chain and combines quality, environmental and risk management system requirements.

For the patients & our clients

Our objective is to satisfy the needs and expectations of our clients and patients by providing products and services with

- reliable quality
- superior performance
- uncompromised safety

For our employees

Our objective is to attract and bind qualified, competent, and motivated employees to the company by

- providing attractive workplaces
- providing safe working conditions
- promoting their professional development

For the community

Our objective is to fulfil our social responsibilities and to protect the environment by

- preventing pollution
- complying with safety standards and legal requirements
- executing the company compliance program

Andrew Littlewood
Managing Director
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