



## Quality Policy

Key Medical Pty Ltd is engaged in the business of providing medical equipment and products in specific fields. This policy applies to all of our divisions throughout the organisation.

The purpose of this policy is to confirm our commitment to meeting the quality standards expected by our customers in the delivery of the products and/or services that we supply to them.

Our quality system is based on the requirements of ISO 9001:2015

Our quality objectives are to:

- Use the Quality Management System as a tool in achieving best practice outcomes across the organisation;
- Ensure continuous improvement.
- Monitoring and ensuring all our suppliers meet agreed delivery times.
- Ensuring all customer orders are received by 1.00 pm and are dispatched within twenty-four business hours.
- Measuring, achieving and maintaining a minimum monthly Delivery in Full rate of 80%
- Increasing the extent of knowledge and acceptance of the product range across our client base.
- Orders receipted within 1 month (30 days) for airfreight, or 4 months for sea freight

To implement this policy we shall focus on the needs of our business with particular reference to consistently meeting our customers' requirements and statutory obligations. Our quality management system will provide mechanisms for detecting system shortfalls and for stimulating process improvements.

Key Medical Pty Ltd will adopt procedures and disciplines to ensure that:

- The system is effectively implemented by undertaking relevant skills training and conducting appropriate quality awareness training;
- Responsibilities for quality are established by communicating these responsibilities clearly to all employees;
- The policy and procedures continue to be appropriate by initiating regular reviews to check its effectiveness and ongoing relevance, and the company regularly review the needs and expectations of our customers and initiate continuous improvement activities to meet these expectations.

Robert Yee.  
Chief Executive Officer

Date: 31 January 2018