



Quality Policy

Universal Specialities Ltd has established a company-wide culture dedicated to the provision of excellent medical products and exceptional support to medical professionals and their patients. We provide everything for the medical profession, from diagnostic equipment to consumable ranges including wound care and incontinence solutions with everything else in between.

We are committed to this policy by listening to our customers and satisfying their expectations by ensuring that staff from Purchasing, Sales and Marketing, various Operations, and maintenance are trained to understand the requirements of these customers.

As the Management of USL, we commit to the following Guiding Principles:

- Provide products and services that conform to all contractual requirements specified by clients.
- We establish annual Quality objectives & targets aligned to the needs and expectations of interested parties and our company risks and opportunities.
- Supply clients with quality products on time and within specification every time.
- Engage and educate our workforce on Quality Management matters and the influence their daily tasks have on our management system.
- We keep current with good practice guidelines.
- We ensure our Quality Management System remains effective through planned internal audits and independent ISO certification audits.
- Ensuring our management system remains effective and continually improved through planned internal audits and independent ISO certification audits.
- Monitor the effectiveness of our management systems.

We encourage all individuals and teams within the business to demonstrate these principles through their actions and suggestions to maintain 'high quality standards' for all staff and customers.

Aaron Rackham
Managing Director

2 April 2024

Date

