

<b>Document Type: Policy</b>	
<b>Directorate: Technical Services</b>	<b>Revision No: 00</b>
<b>Policy No.: JMS/POL/DTS/01</b>	
<b>Subject: Quality Policy</b>	
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<b>Distribution:</b>	<ol style="list-style-type: none"> <li>1. All Staff</li> <li>2. Other Stakeholders</li> </ol>

### 1. Scope:

The Quality Policy applies to regulatory and statutory requirements relevant to the JMS operations, ISO 9001:2015 requirements, Customer Requirements, and Organisational Requirements.

### 2. Definitions:

Quality is defined as the totality of features and characteristics of a product or service that bears its ability to satisfy a given need.

### 3. Policy Statement:

Joint Medical Store (JMS) embraces total quality management and is committed to providing quality pharmaceutical and other healthcare products as well as capacity building and biomedical equipment services to its customers consistently, efficiently and in a timely, courteous, professional and value added manner.

### 4. Aims of the Policy:

- i) To ensure that JMS satisfies Customer and Organizational requirements.
- ii) To ensure that JMS satisfies regulatory and statutory requirements relevant its business.
- iii) To ensure that all JMS staff, Suppliers and Service Providers understand the importance of delivering quality products and services to JMS customers

### 5. Strategies:

The quality intentions will be achieved through:

- i) Consideration of context of the organization and aligning the Quality Management System with the strategic direction of Joint Medical Store.
- ii) Satisfying customer and applicable statutory and regulatory requirements.

- iii) Management of organization, along with employee-established quality objectives and defined responsibilities for their fulfillment.
- iv) Monitoring, measuring and improving processes.
- v) Establishing, applying, maintaining and continual improvement of effectiveness of the Quality Management System as per the ISO 9001:2015.
- vi) Allocation of adequate resources.
- vii) Setting quality objectives.
- viii) Continual enhancement of customers' satisfaction.
- ix) Tracking and applying new technologies and educating employees.
- x) Developing product, service and operational standards.
- xi) Commitment to increase quality of products and services in order to exceed customers' expectations.
- xii) Ensuring that the Quality Policy and Procedure Manuals reflect what we actually do.
- xiii) Protecting and preserving the environment.
- xiv) Continuously upgrading the Quality Management System in all stages ranging from supplier selection, purchasing, warehousing, order receipt and processing, order picking and consolidation, consignment delivery and post-delivery activities.

**6. Responsibility and Authority:**

- i) Top Management (Executive Committee) will provide the necessary leadership, human and material resources and support to its employees. Top Management will ensure that the Quality Policy is effectively communicated throughout the organisation and to relevant stakeholders and that the employees understand how it applies to the overall organisational strategy as well as to their respective functions.
- ii) The Director Technical Services is responsible for communicating the Quality Policy to all persons working for or on behalf of the organization and making it available to relevant interested parties.
- iii) The Directors are responsible and have delegated authority for ensuring that the Quality Policy is understood and implemented in their directorates.

APPROVED:

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 CHAIRMAN, BOARD OF DIRECTORS

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 SECRETARY, BOARD OF DIRECTORS

DATE:

25<sup>TH</sup> FEBRUARY 2016  
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