

**Document Type: Policy**

Directorate: Technical Services

Revision No: 03

**Policy No.: JMS/POL/DTS/01**

**Subject: Quality Policy**

**Issue: No. 03**

**Effective Date: 01.07.2024**

**Distribution:**

- 1. All staff**
- 2. Other stakeholders**

### 1. Scope

The quality policy applies to regulatory and statutory requirements relevant to the JMS operations, ISO 9001:2015 requirements, Customer Requirements, and Organizational Requirements.

### 2. Definitions

JMS defines Quality as the totality of features and characteristics of a process, product, or service that bears its ability to satisfy a given need. In this regard we consider quality in the perspectives of staff, customers, partners, regulators, suppliers, and society at large.

### 3. Policy statement

Joint Medical Store in line with the purpose, mission and strategic direction 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.

In this regard:

- Quality for our customers means they trust our products and services to consistently meet their specifications and requirements.
- Quality for staff means we treat staff welfare as a vital component of our strategy and mainstream it into strategic and operational decisions.
- Quality for regulatory authorities means that we operate at the highest ethical standards and meet or exceed all applicable regulatory requirements.
- Quality for Joint Medical Store means we nourish and drive a culture of continual improvement facilitated and enabled by practical process improvement and our quality system.
- Quality for our strategic partners means that we strive to achieve shared success and nature mutually beneficial relationship

- Quality to our suppliers and service providers means that we succinctly communicate our product and service standards and specifications, expecting the suppliers and providers to deliver products and services that meet these standards and specifications.
- Quality to society means that we will strive to conduct our business ethically, embrace the principles of good governance, and in a manner that protects and preserves the environment

#### **4. Aims of the policy**

The JMS Quality Policy provides a framework for continually reviewing our quality system in order to

1. Enhance our commitment to the JMS purpose, mission and vision, and values.
2. Increase customer satisfaction and loyalty.
3. Improve quality of our products and services.
4. Improve staff welfare and competences.
5. Build a culture of continual improvement and innovation.
6. Promote the culture of good governance, social responsibility, and environmental protection.

#### **5. Strategies**

The quality intentions will be achieved through:

- Periodically and regularly reviewing and re-engineering our processes and programs
- Reviewing of our policies, standard operating procedures and other relevant documents at predefined intervals
- Documenting and sharing success stories and learnings with our partners and fellow staff
- Periodically and regularly seeking feedback from our customers, and using the feedback to improve our products and services
- Periodically and regularly reviewing staff welfare programs and continually improving using staff feedback
- Closely working with our suppliers, service providers, and customers to establish a sustainable supply chain.
- Establishing systems to drive good governance, social responsibility and environmental protection.
- Regularly reviewing and aligning staff welfare and competencies with industry standards, and the JMS strategic direction

#### **6. Responsibility and Authority**

Staff on individual basis are responsible for adhering to the requirements provided in this policy

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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.

The Quality Assurance office will be responsible for periodically assessing adherence to this policy.

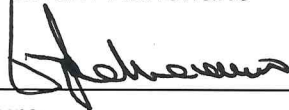
The Director Technical Services is responsible for communicating the Quality Policy to all persons working for or on behalf of the organization and making it available to relevant interested parties.

The Directors are responsible and have delegated authority for ensuring that the quality policy is understood and implemented in their directorates

The Executive Director has the overall authority in all aspects of implementing the quality policy including but not limited to dissemination, accountability, review and improvement

The Chairperson,  
Board of Directors

Canon Joram Kahenano



Signature