

	
Document Type: Policy	
Directorate: Technical Services	Revision No: 01
Policy No.: JMS/POL/DTS/01	
Subject: Quality Policy	
Issue: No. 01	Effective Date: Date of Approval
Distribution:	<ol style="list-style-type: none"> 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

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

3. Policy statement

Joint Medical Store 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

1. To ensure that JMS satisfies Customer and Organizational requirements
2. To ensure that products supplied have the required quality to meet the needs of patients and other users
3. To ensure that JMS satisfies regulatory and statutory requirements relevant its business
4. To ensure that all JMS staff, Suppliers and Service Providers understand the importance of delivering quality products and services to JMS customers
5. To ensure quality of JMS processes and services

5. Strategies

The quality intentions will be achieved through:

- Disseminating the quality policy to stakeholders and training JMS staff in all aspects of the quality management system
- Aligning the Quality Management System with the strategic direction of Joint Medical Store and context of the organization

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- Satisfying customer and applicable statutory and regulatory requirements
- Managing the organization, along with employee-established quality objectives and defined responsibilities for their fulfillment
- Putting in place mechanisms to ensure that products, processes, and services meet predetermined quality standards and are monitored and where necessary measured and continually improved Establishing, applying, maintaining and continual improvement of effectiveness of Quality Management System as per the ISO 9001:2015
- Allocating adequate resources and monitoring resource utilization
- Setting quality objectives, metrics, and monitoring and measuring customer satisfaction, process performance, corrective actions, employee engagement, management of interested parties, and service provision
- 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

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

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 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

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**The Chairperson
Board of Directors**

Signature