



Ballardong Medical Pty Ltd Quality Management Policy

Ballardong Medical's vision is to be recognised throughout industry for delivering quality and value. We believe that market leadership is based primarily on performance and reputation, and we aim to be:

- An Indigenous owned Australian based professional medical supplies company committed to exceptional customer service
- A business committed to long – term growth based on solid foundations of outstanding service and loyal people using contemporary business and management systems
- Ballardong Medical is committed to ensure that their Quality Policy will provide staff and customers of the company, confidence that we will continue to provide quality goods, in a planned and systematic manner, that will meet or exceed expectations, which will contribute to our long term success

We are a dedicated team of professionals who are committed to:

- Giving excellent professional service to our customers
- Providing excellent usage appropriate products to our customers
- Maintaining high ethical business standards
- Developing the professional, technical and knowledge base of our staff so that our customers are assured of the most up to date "best practice" service with innovative products and approaches
- Being compliant with all relevant legislative and regulatory requirements
- Meeting our customer obligations with a view to achieving client satisfaction, reputation enhancement and repeat business through an effective relationship with our logistics and warehousing partner Sanax Medical
- Implement and maintain a Quality Management Policy that works in tandem with Sanax Medical Quality Management System which is based on AS/NZS ISO 9001 incorporating ISO 18385
- Ensure employees are trained, skilled, competent as appropriate for the tasks that they are performing
- Ensure that employees are kept abreast of changes in relevant standards, legislation and industry developments
- Audit the Quality Policy and review our performance and assess feedback from customers with a view to continual improvement and suitability
- All Ballardong Medical directors are aware of the requirement of Ballardong Medical follow the policies and procedures of Sanax Medicals Quality Manual
- The Executive Management commits to regular reviews of the Quality Management Policy and how it interacts with Sanax Medicals Quality Management System and how each may be developed and improvement

Gavin McKay and Clem Hansen
Directors
8th May 2018