

Linnodee Quality Policy

Linnodee Ltd is committed to manufacturing and providing diagnostic kits of the highest quality and considering the needs and requirements of its customers to ensure customer needs are met. To meet these needs Linnodee will:-

- a. Operate our EN ISO:13485:2016 / EN ISO:9001:2015 quality management system to integrate the organisation, procedures, processes and resources.
- b. Follow necessary processes and procedures for the design and development, production, storage and distribution, installation, servicing and final decommissioning and disposal of devices.
- c. Recruit and train staff on all Linnodee products and processes and develop at all levels to provide a full, effective, high quality service and products to our customers.
- d. Train all staff on the Linnodee Quality Management System and continually improve the effectiveness of the system.
- e. Determine, address and minimise any risks or opportunities that may affect conformity of products and services provided by Linnodee.
- f. Ensure that all personnel are familiar with this policy and are customer focused.
- g. Set quality objectives and plans in order to implement this policy.
- h. Procure and maintain equipment and other resources as needed for the provision of quality products and services.
- i. Measure customer and staff satisfaction and carry out audits and management reviews in order to promote continual quality improvement.
- j. Display the highest standards of professionalism and a commitment to ethical conduct.
- k. Commit to the health, safety and welfare of our staff and visitors while on our premises.
- l. Dispose of company waste in an environmentally friendly manner.
- m. Adhere to applicable regulatory and statutory requirements.
- n. Perform relevant market research and where possible collaborate with academia and commercial partners to improve the products and services offered.

This policy which provides the framework for setting quality objectives shall be reviewed for continuing suitability during the management review of our quality management system.

Personnel:  Date: 20/11/2018

Position: Director / Business Manager