

BGS_QAP_02_2	Quality Policy	Page 1 of 1
<i>Effective from 11/03/2021</i>		<i>Uncontrolled when printed</i>

Big Green Surgical has the vision to be a leading provider of specialised healthcare solutions to Australian and New Zealand Hospitals with the mission of being the link between global innovation and patient needs.

We strive to add value for all of our partners including Customers, Suppliers and all other interested parties every time they deal with our people, products or support services. We achieve this by consistently creating a positive experience, through the following commitments:

- We embrace the principles of continuous improvement to improve our business at every opportunity. Our processes are continuously measured for effectiveness and improved as required.
- The Senior Management team takes accountability for maintaining the standard of ISO 9001 certification, ensuring it is communicated and understood across the organisation.
- When there is a shortfall in our people, products or service, we establish the root cause and take the necessary corrective action.
- Our Company Objectives are set and reviewed yearly by the Senior Management Team:
 - Strategies for accomplishing the objectives are rolled out to all parts of the business
 - The business then responds by creating tactics and actions which are measured monthly to ensure the objectives are met.
- We comply with all applicable legal and statutory obligations, standards and codes of practice and provide a safe and secure workplace for our staff and customers.
- Everyone who works at Big Green Surgical Company is part of our Quality System and helps us live up to our quality policy commitments.

**Simon Chelper,
General Manager**

