



TUNGSTEN CARBIDE INSERT MANUFACTURERS

## QUALITY POLICY

SERRATIONS are committed to providing goods and services of a consistently high standard which shall meet the needs and expectations of our customers. We aim to continue to grow and strive for constant improvement and efficiency throughout the company, ensuring that we remain a market leader in the manufacture of tungsten carbide inserts for surgical instruments.

We will operate to ethical standards with fair business practice and satisfy all statutory, legal and other applicable requirements.

We shall adhere to the documented processes in our Quality Management System (QMS), which are regularly audited internally by senior management and externally by British Assessment Bureau, an accredited certification body, and we shall ensure that our QMS complies fully with the requirements of ISO 9001:2015. We shall set measurable targets and objectives and will review these at regular intervals, and we shall continually investigate system & product deficiencies in order to improve the effectiveness of the QMS.

SERRATIONS strive to be an excellent employer and we shall provide resources for the improvement of work practices and for training and development of all personnel, in order to achieve this objective.

We aim to continue to manufacture and supply high quality inserts for surgical instruments from our premises in Chesterfield, Derbyshire for many years to come as we have been doing for over 20 years.

This quality policy has been implemented and maintained by the company directors and communicated to all personnel.

Authorised by: James Hartley

Date:20 July 2022