

Appendix C	Linnodee Quality Policy	Issue 22
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		Approved by: Victoria Artt
		Effective Date: 07/01/2020

OUR MISSION

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 their needs are met. To achieve this goal, we must understand and implement the following principles:

CUSTOMER

- Identify and understand customer needs and ensure we can meet them.
- Encourage customer feedback to help improve our systems and service.

INTERNAL SYSTEMS

- Operate our EN ISO:13485:2016 / EN ISO:9001:2015 quality management system to integrate the organisation, procedures, processes and resources
- Adhere to applicable regulatory and statutory requirements.
- Understand and manage our processes to ensure they are performed efficiently.
- Follow necessary processes and procedures for the design and development, production, storage and distribution, installation, servicing and final decommissioning and disposal of devices.
- Identify and minimise any risk opportunities and promote continual quality improvement.
- Set quality objectives and plans in order to implement this policy.
- Commit to the health, safety and welfare of our staff and visitors while on our premises.
- Perform relevant market research and where possible collaborate with academia and commercial partners to improve the products and services offered.

EMPLOYEES

- Recruit and train staff on all products and the Quality Management System to ensure that full, effective, high quality products and services are provided to our customers.
- Display the highest standards of professionalism and a commitment to ethical conduct.

- Ensure that all personnel are familiar with this policy and are customer focused.
- Procure and maintain equipment and other resources as needed for the provision of quality products and services.

SUPPLIERS

- Only use approved and reliable suppliers who provide high quality materials and services.

Personnel: Victoria Artt

Position: Quality Manager

Date: 27/01/2023