

Zoll Dental	STANDARD OPERATIONAL PROCEDURE MANUAL
	ISO 13485:2016

QUALITY POLICY STATEMENT

Our organization operates simple, systemized, and transparent processes that drive accountability, productivity, and external focus.

We are committed to quality excellence, as well as providing unrivalled customer service, and achieve this by offering:

- Products that meet all standard requirements.
- First class customer service.
- Complete and on-time deliveries.
- Comprehensive, free technical advice.

Customers are at the heart of our business. We are committed to continual review and improvement of processes, products, and services, to meet and exceed our customers’ expectations.

We have established quality systems and monitor processes against performance targets set within business plans and objectives programs.

We will achieve our improvement targets through continual training and communication of the key business objectives to all personnel.

Customer service measures are reported monthly as part of the “PROPS” commitment (Product Availability, Right the First Time, On Time Delivery, Product Quality, & Service Quality).

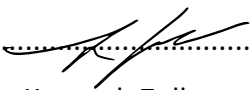
We have established working groups within the business to ensure that quality expectations of both processes and products are being met, and where possible, exceeded.

We are committed to continual improvement of both products and processes.

The framework for setting objectives lies within business planning for each part of the business, whereby targets are set based on opportunities for growth and improvement, and to eliminate and contain risks.

Management review meetings consider the effectiveness of these management programs outlined by this policy.

This policy is made available to all interested parties upon request, as well as posted throughout our facility, and posted on our websites.

Signed by:  Date: 01/28/2023
 Print name: Kenneth Zoll

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