


Quality Policy				 Applying Smiles
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Medichill has established an operating philosophy based on openness in communication, integrity in serving our customers, fairness and concern for our employees, and responsibility to the communities within which we operate both domestically and internationally. Medichill's brand tag line "Applying Smiles" is applicable to all stakeholder engagement. Our vision is to exceed our stakeholder's expectations to ensure they are smiling after engaging with Medichill, this ethos spans from our product consumers to our suppliers, employees, neighbours, and distributors.

We are committed to creating a profitable business while providing our customers with great products and a great customer experience. Additionally, we are committed to;

- Meeting the needs and expectations of our interested parties
- Maintaining and improving our Quality Management System in accordance with ISO9001:2015.
- Meeting all our Statutory and Regulatory compliance requirements.

To achieve this, we will;

- Provide customers with quality products that meet their needs and are delivered in a timely manner
- Provide exceptional customer service, and address queries in a timely and accurate manner.
- Listen to the needs of our customers when developing new products and enhancing existing products.
- Provide a friendly and happy, empowering environment for employees that encourages growth, autonomy and responsibility, and innovation and input.
- Maintain up-to-date business and product information accessible by customers and other interested parties

We will measure our progress through;

- Setting "SMART" objectives and targets
- Reviewing performance on a regular basis against quality objective and targets
- Achieving and maintaining ISO9001:2015 accreditation

We will enable this by:

- Training employees and communicating effectively with employees
- Providing the necessary resources to facilitate our objectives.
- Maintaining up-to-date documented information to support our Quality Management System

This Quality policy is fully supported by Top Management and Directors of Medichill.

Gary Maynard
Group MD