

**OUR MISSION IS TO IMPROVE QUALITY OF LIFE BY PROVIDING THE MOST OUTSTANDING, INNOVATIVE AND SUCCESSFUL ORTHOTIC SOLUTIONS TO ALL YOUNG PEOPLE AND THEIR FAMILIES.**

## **QUALITY POLICY**

John Florence Ltd vision is that all young people have access to the very best orthotic care that they require to realise their potential. In aspiring to this, the company aims to maintain its position as one of the country's leading paediatric orthotics centres, specifically targeting the South of England, though not exclusively, in order to share expertise in pursuit of assisting all those who can benefit from what John Florence can offer this niche market.

John Florence will continue to manufacture and supply, as quickly as is practicable, only good quality orthoses in compliance with the EC Council Directive 93/42/EEC for Medical Devices / Medical Devices Regulation (from 2020), that are wholly fit for the purpose intended. Full batch traceability is maintained on safety critical materials and components in accordance with the guidance of the Medicines and Healthcare products Regulatory Agency (MHRA).

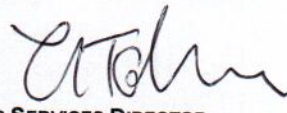
The following measurable objectives have been set to help achieve this Policy: -

- Ensuring customer satisfaction is considered in the eyes of the user, provider and carer.
- Employing and developing competent Orthotists, Technicians and support staff ensuring the needs of the user are understood and implemented, with particular focus on the comfort, safety and quality of life of the user.
- Working with a select number of Suppliers securing only good quality materials are used within the bespoke orthotics produced.
- Maintain ISO9001: 2015, continuing to develop existing processes through a programme of continual improvement.
- Develop existing systems and processes utilising IT to improve efficiency, reliability and accuracy as part of a programme of continual improvement and enhanced customer service.
- A continued commitment to providing a working environment that is both considerate to the Environment and in line with relevant Health & Safety requirements.
- To increase customer portfolio and market share through continued improvement and business development.

The Senior Management Team are committed to ensuring that these objectives will be met through strict adherence to the principles of the documented Business Management System, including a programme of continuous improvement, and awareness of relevant Regulations and Policies relating to the markets in which we operate.



**STEVE PORTER**  
MANAGING DIRECTOR



**GRAHAM TOSTEVIN**  
QUALITY & CUSTOMER SERVICES DIRECTOR