

OVERVIEW OF THE BUSINESS MANAGEMENT SYSTEM

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.

1.1 QUALITY POLICY STATEMENT

QUALITY POLICY

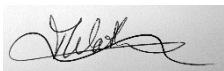
John Florence Ltd vision is that all young people have access to the best orthotic care that they require to realise their potential. In aspiring to this, the company aims to maintain its position as one of the country's leading paediatric orthotic organisations and to share expertise in pursuit of assisting all those who can benefit from the John Florence services, available within this niche market.

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

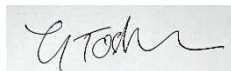
The following measurable objectives have been set to help achieve this Policy: -

- 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 excellent quality materials are used within the bespoke orthotics produced.
- Maintain the QMS to 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.



TREVOR WATKINS
MANAGING DIRECTOR



GRAHAM TOSTEVIN
COMPLIANCE DIRECTOR

THE SCOPE OF REGISTRATION IS RESTRICTED TO THE SUPPLY, MANUFACTURE, ADAPTATION AND REPAIR OF MEDICAL DEVICES, ORTHOSES, AND FOOTWEAR TO INDIVIDUAL CUSTOM SPECIFIC REQUIREMENTS, PRIMARILY FOR CHILDREN AND YOUNG ADULTS. ORTHOTIC CLINICS ATTENDED BY JOHN FLORENCE ORTHOTISTS ARE NOT INCLUDED WITHIN THE SCOPE OF REGISTRATIO