



QUALITY POLICY STATEMENT.

Specialised Orthotic Services Limited are dedicated to the principle of never ending improvements in innovation, design, product quality and reliability.

Our principal aim is to design and supply high quality special seating systems, mobility equipment and associated accessories to suit the specific needs and disability of every client. The establishment of a quality & environmental management system is therefore the foundation to build a company culture based upon innovation and continuous quality improvement.

The QEMS is based on the requirements of BS EN ISO 9001:2008 and BS EN ISO 14001:2004 and Specialised Orthotic Services are fully committed to complying with these requirements. The system has been developed to enable full integration of in-house and client specific requirements, whilst at the same time, meeting the requirements of all relevant and impacting legislation.

The aim of the QEMS is to detect and prevent quality defects or potential quality defects at the earliest possible stage of the process. As well as the obvious benefits, this in turn improves overall efficiency and assists with the achievement the annually formulated quality and environmental objectives.

The above policy ensures that all products and services meet client specification and provide satisfaction with regard to product design, reliability, quality, delivery and customer service.

This policy will be communicated to all staff and any necessary external interested parties i.e. sub-contractors that may be working on our behalf, and will be available to the public via Specialised Orthotic Services web site: www.specialisedorthoticservices.co.uk

Top management will formulate quality objectives at least on an annual basis, during management review meetings and will ensure the routine monitoring, measurement and continual improvement of the QEMS performance.

**Gordon McQuilton
Managing Director
Friday 9th May 2014**