

Quality Policy

Direct Manufacturing Limited commenced trading in 2018 under the current name as a family business. The Company is a leading developer and manufacturer of medical care products. The Company supplies the NHS, Local Authorities and the Care Sector.

We have a high level of repeat business and always try to exceed customer expectations by providing products and services that fully conforms with our customer requirements. We are committed to the requirements of ISO 9001 and to the continual improvement of our quality management system.

To meet our objectives, we will:

- Ensure that it meets the needs and requirements of the customers and will seek to continually improve our service.
- Strive to improve and enhance its performance by setting objectives and targets, which are continually reviewed to ensure they are understood, acted upon and met.
- Provide training, support, resources and encouragement to all employees to ensure they realise their full potential in meeting the quality policy and its objectives.
- Meet statutory and regulatory requirements that apply to products, processes and activities.
- Establish partnerships with suppliers and interested parties and will continually develop the partnerships to provide an improved service.
- Provide a framework for setting Quality objectives and conducting management review.

This Policy will be communicated throughout the organisation and to all interested parties. It will be reviewed periodically to ensure the continuing success of the Company.

Ryan Fonquernie Date: 21st June 2021
Ryan Fonquernie
Managing Director

ISO 9001:2015 Quality Objectives

Objectives	Metrics	Targets
Achieving Customer Satisfaction by meeting and surpassing Customer Requirements. Retain customer base.	<ol style="list-style-type: none"> 1. Complaints form & action log 2. Customer feedback 3. Repeat business report 	<ol style="list-style-type: none"> 1. Zero Complaints. 2. Negative feedback addressed. 3. Maintain 90% of existing clients 4. 90% rate the Company as 'Good' or 'Excellent'
Continual Improvement of the Quality Management System.	<ol style="list-style-type: none"> 1. Record, action and review corrective and preventive actions. 2. Comparison of internal audits vs. external audits. 	<ol style="list-style-type: none"> 1. All non-conformities have corrective and preventive actions that deliver continual improvement. 2. No External Audit Major Nonconformities.
To set appropriate Quality Objectives for its QMS, products and procedures are suitable, reviewed and understood by all employees.	<ol style="list-style-type: none"> 1. Quality Objectives met. 2. Quality Objectives reviewed. 	<ol style="list-style-type: none"> 1. 100% Quality Objectives met. 2. 100% Quality Objectives reviewed at least annually.
To identify and provide all employee training requirements to meet customer needs and to support personal development.	<ol style="list-style-type: none"> 1. Competent employees. 2. Non-conformities against training. 3. Induction, appraisals 	<ol style="list-style-type: none"> 1. Trained employees on critical product, service or individual requirements. 2. >90% employee retention
Operate within Statutory and regulatory regulations.	<ol style="list-style-type: none"> 1. Legal fines, breaches, enforcement notices 2. Compensation payments. 3. External audit. 4. External complaints 	<ol style="list-style-type: none"> 1. Zero Legal fines, breaches, enforcement notices. 2. Zero Company compensation payments.
Improve Supplier Efficiency and reduce nonconforming supplied products or service.	<ol style="list-style-type: none"> 1. Supplier nonconformities. 2. Supplier evaluation. 3. Internal audits 4. Action Log 	<ol style="list-style-type: none"> 1. Nil Nonconformity of purchased product or services. (<3 identified) 2. Annual evaluation of all critical suppliers.