



PC Clinic Ltd. Quality Management Policy

Purpose: At PC Clinic Ltd., we are committed to delivering high-quality products and services that meet or exceed our customers' expectations. This Quality Management Policy outlines our dedication to continuous improvement and customer satisfaction.

Scope: This policy applies to all employees, contractors, and stakeholders involved in the operations of PC Clinic Ltd.

Quality Objectives:

1. **Customer Satisfaction:** Ensure that customer needs and expectations are understood, met, and exceeded.
2. **Continuous Improvement:** Foster a culture of continuous improvement in all aspects of our business.
3. **Compliance:** Adhere to all relevant legal, regulatory, and industry standards.
4. **Employee Engagement:** Empower and engage employees to contribute to quality improvement initiatives.

Responsibilities:

- **Management:** Provide leadership and resources necessary to implement and maintain the Quality Management System (QMS). Ensure that quality objectives are communicated and understood throughout the organization.
- **Employees:** Follow established procedures and contribute to the continuous improvement of processes. Report any quality issues or suggestions for improvement.
- **Quality Assurance Team:** Monitor and evaluate the effectiveness of the QMS. Conduct regular audits and reviews to ensure compliance with quality standards.

Quality Assurance:

- **Process Control:** Implement and maintain processes that ensure consistent quality in our products and services.
- **Training:** Provide ongoing training and development opportunities for employees to enhance their skills and knowledge.
- **Documentation:** Maintain accurate and up-to-date documentation of all processes, procedures, and quality records.

Quality Control:

- **Inspections and Testing:** Conduct regular inspections and testing of products and services to ensure they meet quality standards.
- **Corrective Actions:** Identify and address any non-conformities promptly. Implement corrective actions to prevent recurrence.



Continuous Improvement:

- **Feedback:** Collect and analyze feedback from customers, employees, and other stakeholders to identify areas for improvement.
- **Root Cause Analysis:** Investigate the root causes of quality issues and implement effective solutions.
- **Performance Metrics:** Monitor and measure key performance indicators to track progress and drive improvement.

Communication: This Quality Management Policy will be communicated to all employees and made available to customers and stakeholders. Regular updates and reviews will be conducted to ensure its continued relevance and effectiveness.

Commitment: PC Clinic Ltd. is committed to maintaining the highest standards of quality in all our operations. We will continuously strive to improve our processes, products, and services to achieve excellence and customer satisfaction.