

Medifab Ltd Quality Policy

At Medifab Ltd, we are dedicated to enhancing the lives of individuals with postural and physical challenges by providing innovative, high-quality assistive equipment. Our mission, "Shaping Better Lives," drives us to deliver exceptional postural care solutions that make a meaningful impact on individuals, therapists, and caregivers worldwide.

We are committed to achieving and maintaining the highest standards of quality, customer satisfaction, and regulatory compliance through continuous improvement and adherence to our Quality Management System (QMS). Our objective is to consistently meet or exceed customer expectations by achieving our annual Quality Objectives.

To uphold this commitment, Medifab Ltd pledges to:

- 1. Maintain certification to ISO 9001 quality system standards and continually improve our business processes and systems.**
 - Measure by achieving fewer than 5 non-conformities in annual ISO audits and reducing lead times by 10% year-over-year.
- 2. Comply with the appropriate Medical Device Market regulations in Australia and New Zealand.**
 - Achieve 100% product compliance as demonstrated through successful regulatory approvals and zero regulatory non-conformities annually
- 3. Achieve and maintain a customer satisfaction rating of at least 90%** based on annual surveys and feedback mechanisms.
- 4. Continually improve the effectiveness of our quality management systems.**
 - Reduce non-conformities identified in internal audits by 10% year-over-year and achieve a 100% closure rate on corrective actions.
 - Identify, report, investigate, and resolve all non-conformities and take action to prevent recurrence.
 - Implement a minimum of three process improvement initiatives annually to enhance the effectiveness of our Quality Management System
- 5. Provide staff with ongoing training and development opportunities.**

This Quality Policy is communicated and understood at all levels of the organisation. It is reviewed annually alongside our Quality Objectives, with any identified improvements integrated into our quality planning to ensure ongoing effectiveness and continual enhancement of our processes and systems.

Graham Mascull

General Manager

Date: March 2025