

STD Pharmaceutical Products Ltd (STD) is committed to bringing long term benefits to our customers, our employees and the Company by means of sustainable business practices, giving exceptional service in specialised medical markets.

STD has held the Market Authorisation for Fibro-vein since 1967. STD holds a Manufacturers/Importers Licence, Wholesale Distribution Authorisation and an API Licence issued by the MHRA. STD has been accredited to ISO9001:2008 since 2010 and is aiming to have transitioned from ISO9001:2008 to ISO9001:2015 by September 2018.

Top management are totally committed to the Quality Management System. Top management demonstrate this through determining the context of the organisation and the strategic direction of the company. Consideration of the interested parties is key when evaluating the risks and opportunities of the business.

The Quality Policy, Objectives, Processes and all other requirements of the Quality Management System are determined, recorded and communicated throughout the company; when necessary they shall be communicated to external providers and interested parties.

The Quality Objectives have been defined as:

- To monitor customer feedback and adapting to ensure increased customer satisfaction
- Maintaining quality systems through feedback loops, development and training
- To continue to improve employee satisfaction through Continued Professional Development, training and communication.
- To improve sales to new and existing markets including on-line sales.

Continuing compliance of the Quality Management System to ISO9001:2015 standard shall be sought through an annual program of internal audits, the results of which shall be used by Top Management to continuously improve the products and services, quality policy, objectives, context and strategic direction of the organisation.

The use of the process approach and risk based thinking shall be used throughout the organisation.

All organisational knowledge required for the ongoing continuity of STD's processes, products and services, is to be documented and controlled by means of quality procedures or written instructions. This knowledge is to be made readily available within the organisation.

All employees have defined roles and responsibilities; the organisation shall provide sufficient training and support to ensure they competently complete their duties within the Quality Management System.

All customer, statutory and regulatory requirements are to be determined, understood and consistently met. All goods and services provided to our customers shall be fit for purpose, cost effective and delivered on time.

The level of customer satisfaction shall be assessed and reviewed on an ongoing basis; any subsequent findings shall be used to improve the Quality Management System, Quality Policy and Objectives.

The organisation shall continue to establish relationships with its customers, external providers and interested parties.

Signed: Bill Lamb Managing Director Date: 26/02/18

