



POL-0001_Quality_Policy_Statement

INKA™ Surgical Instruments is committed to providing the highest quality surgical instruments to our customers.

Our success is dependent on customer satisfaction.

Our quality objective is to meet or exceed our customer requirements and expectations in a proactive, professional and cost-effective manner.

Our Quality Policy is communicated, understood and applied throughout our organisation. Annual review ensures the policy remains suitable and relevant.

To achieve this objective, we:

- ❖ Maintain a Quality Management System in accordance with

DIN EN ISO 13485 : 2016 + AC : 2017-07
EN ISO 13485 : 2016 + AC : 2016
ISO 13485 : 2016
and applicable standards required in all countries where INKA™ products are available
- ❖ Set objectives and targets to measure our performance
- ❖ Provide adequate resources to continually review and improve our business processes
- ❖ Encourage our people to integrate quality management into the way we work and promote its application as a method for continual improvement within their area of responsibility
- ❖ Actively seek performance feedback from our customers and address improvement opportunities
- ❖ Ensure our quality objectives address regulatory compliance and client requirements

Quality Instruments and Service are our Mission ***it is the Kaiser Family tradition***

Carmen Kaiser

Chris Kaiser

Andrea Summers