

QUALITY POLICY

It is the policy of Pharmahouse to maintain a Quality Management System (QMS) designed to meet the requirements of ISO 9001:2015 (or any other standard in line with Annex SL Structure) and the Good Distribution Practice as per our UK WDA (H) 44153 Pharmaceutical License, in pursuit of its primary objectives, the purpose and the context of the organisation.

It is the policy of Pharmahouse to:

- give satisfaction to all our customers and other stakeholders and interested parties whenever possible, meeting and exceeding their expectations;
- comply with all legal requirements, codes of practice and all other requirements applicable to our activities;
- the reduction of hazards, prevention of injury, ill health and pollution;
- provide all the resources of equipment, trained and competent staff and any other requirements to enable these objectives to be met;
- ensure that all employees are made aware of their individual obligations in respect of this quality policy;
- maintain a Quality Management System that will achieve these objectives and seek continual improvement in the effectiveness and performance of our management system based on "risk".

This quality policy provides a framework for setting, monitoring, reviewing and achieving our objectives, programmes and targets.

Customer service is an essential part of the quality process and to ensure this is fulfilled, all employees within Pharmahouse are responsible for the quality of their work. All employees receive training to ensure awareness and understanding of quality and its impact on customer service and achieve the standards required.

The Quality Assurance and Regulatory Affairs Manager is responsible for monitoring the Quality Management System and ensure continuous improvement and reports regularly to the "Top Management" on the system's implementation, status and effectiveness to ensure it remains appropriate and suitable to our business. The Quality System is subject to both internal and external.



Chris Scott
Managing Director
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