

13485 Quality Policy

Our quality policy is to consistently attain or exceed customer satisfaction by providing products and services that meet all agreed upon specifications, timely delivery, and responsive customer service.

This will be achieved through:

- Established quality objectives and defined responsibilities for their fulfillment.
- Meeting any applicable statutory and regulatory requirements that apply to our products, processes and activities.
- Meeting the needs and requirements of our customers while striving for continual improvement.
- Application of risk management methods and techniques to all Quality Management System processes including outsourced processes.
- Establishing, applying, maintaining and continual improvement to the effectiveness of the Quality Management System according to ISO 13485:2016.
- Utilize new technologies and educate employees to onboard and apply new technology to improve processes.
- Established protocols to create and maintain accountability and alignment with suppliers and interested parties.
- Commitment to quality in every aspect of business processes.
- Making continuous improvement a part of every day and every job.
- Ensuring that our Policy and Procedure Manuals reflect what we actually do.
- Understanding how our jobs fit into the overall flow of work at Vermont Precision Tools.
- Provide training, support, and resources to all employees to ensure they are able to fulfill their responsibilities in meeting the Quality Policy and its objectives.

The framework for setting quality objectives is defined in the Quality Manual.

Vermont Precision Tools Management Representative and Medical Management Team are responsible for communicating the 13485 Quality Policy to all persons working for the Medical Value Stream.

Medical Value Stream personnel within the organization are trusted to comply with the company's 13485 Quality Policy at all times.

This Policy is implemented at the Swanton, Vermont Facility through the company's ISO 13485 quality management system which covers our medical burr blank production lines.

CEO

Monica Greene


