



PROSTHETICS & ORTHOTICS QUALITY POLICY

Sultan Bin Abdul Aziz Specialized Center for Prosthetics And Orthotics is committed to consistently assure that all the services provided and medical device products that are manufactured, tested and released meets or exceeds the highest standard requirements and expectations of our customers for quality, safety, reliability and durability, while facilitating innovation, upgraded technology and improvement in order to add value to our patients' life, as well as to fulfill the City's vision and mission.

The City and the P&O specialized Center are committed to ensure the successful collaboration with our internal and external stakeholders. We make sure that everybody is committed to deliver the highest quality of service to our patients and stakeholders by ensuring that everyone understands and are compliant with P&O quality expectations and Policy & Procedures, assuring ISO 13485, ISO 9001, JCIA and CARF regulations are met or exceeded. Additionally, evidence-based, and best practices are incorporated, robust and efficient processes are developed, followed, and continuously improved.

We, at the City P&O specialized Center are creating an environment which encourages team effort whereby each individual's contribution is recognized and valued. The City P&O Center management and employees will ensure that the quality, safety and satisfaction requirements of our patients and customers are realized through:

- Communication
- Up-to-date knowledge, skills, and its appropriate application
- Retention and management of resources
- Identification and management of quality objectives
- Management review
- Metrics as measurements of success, effectiveness, and opportunities of improvement

We will ensure that it conforms to all relevant regulations or statutory requirements, regularly review and update policies procedures in line with the new regulations as necessary.

All employees will adhere to procedures and systems laid down by the quality manual to maintain the highest standards and best practices within all stages of the operations. This philosophy is acknowledged by all members of the P&O management and employees throughout the business and every effort is made to adhere to these clearly recognized standards.

We will actively pursue ever improving quality through programs that enable each employee to do their job right the first time and every time.

Reviewed and approved by:

17 MAY 2021

Abdullah Bin Zarah

Chief Executive Officer

24 MAY 2021

This Quality Policy is reviewed and approved by the CEO of Sultan Bin Abdulaziz Humanitarian City. This quality policy is explained and discussed with the new staffs during their general orientation training, and any change/ updates are reviewed with all current employees. All employees are expected to know and understand what the quality policy means as it serves as a guide on how they can Try over their responsibilities on the position they hold within the organization. The policy is posted in prominent locations throughout the facility.