



QUALITY STATEMENT

ECG (Emergency Care Gateway) maintains a quality management system exactly in accordance with ISO 9001:2015. We also hold accreditation with the Royal Pharmaceutical Society (RPS) and CPD.

ECG is dedicated to providing the best training within our field of expertise through the use of a formal quality management system.

In order to satisfy the requirements of the standard, ECG ensures that the company's whole business activities are organised in process form and are risk assessed as a framework for the company objectives. By reviewing and developing the Company procedures and objectives, we will aim for continual improvement of the effectiveness of the Quality System.

The company will thus, as far as is reasonably practicable, satisfy the client's requirements and add value to its own and its client's business.

To achieve these objectives the company will commit all the necessary resources and provide appropriate training.

The CEO of ECG will ensure that all employees and any other person acting on behalf of ECG will ensure that they understand the customer's requirements and the process improvement philosophy to achieve a consistent quality in the design, delivery and evaluation of the company's products and services.

The CEO will also ensure that a similar approach is applied where necessary to other aspects of the business, namely; Health & safety standards.

Approval

This statement has been approved by the undersigned and will be reviewed on an annual basis. In case of any queries or questions in relation to this policy please contact the Business Manager (Victoria Garratt) or CEO (Jane Lambert)

Name	Victoria Garratt
Date approved	12/06/18
Review date	12/06/19