



Mission for Essential Drugs and Supplies

QUALITY POLICY

MEDS top management is committed to provision of quality and affordable Health Products and Technologies, Health Advisory and Quality Assurance Services that meet and where possible exceed customer expectations.

This shall be achieved through;

- Identifying and addressing internal and external issues critical to MEDS strategic direction
- Determining and complying with requirements of customers and interested parties
- Monitoring and reviewing information about customers and interested parties and their relevant requirements
- Engaging in quality assurance and control activities on products supplied to customers
- Complying with requirements of the quality management system based on ISO 9001:2015 as well as relevant statutory and regulatory requirements
- Developing mutually beneficial relationships with interested parties
- Partnering with organizations having similar or compatible objectives in order to achieve higher customer satisfaction
- Documented and regularly reviewed quality objectives for customer satisfaction

To provide for this policy, MEDS has established a Quality Management System (QMS) in line with the requirements of ISO 9001:2015 Standard.

The QMS and commitment to its continual improvement form an integral part of MEDS process management.

Quality is the responsibility of all MEDS employees

This policy is communicated to all staff who have been made aware of the importance of their activities and how they relate to the overall achievement of the organization.

It is displayed in appropriate media and forums for availability to relevant interested parties.

The policy is reviewed as appropriate for continual suitability to MEDS purpose and strategic direction.

ISO 9001:2015 CERTIFIED

USAID-OFDA Certified Pharmaceutical Wholesaler
DG-ECHO Humanitarian Procurement Centre
WHO Pre-Qualified Quality Control Laboratory