MEDINOX
Quality Policy

Our Commitment to Quality

Medinox specialises in the sourcing and distribution of medical devices and health products under our own brands - MX, Vitaplus, Raffa, Luna, Opulab, and Vitakids - to pharmacies, distributors, and healthcare customers across the UK, South Africa, Australia, and the European Union.

Our purpose is to bring to market products that are safe, effective, and compliant - products that patients and healthcare professionals can rely on. Quality is not a function or a department at Medinox. It is the responsibility of every person in the business, in every role, every day.

Management Commitments

01	Comply fully with ISO 13485:2016 and ISO 9001:2015, and with all applicable medical device regulations across our active markets - UK MDR 2002 (as amended), EU MDR 2017/745, SAHPRA regulations, and the Australian Therapeutic Goods Act 1989.
02	Place on the market only devices that have passed through our risk management process (QA032 / QA023) and are deemed as safe as reasonably practicable for their intended use.
03	Ensure our products meet the requirements of our customers and the needs of the patients and users they ultimately serve.
04	Maintain a QMS that is documented, implemented, and continually improved - not as a paper exercise, but as a genuine operational framework that governs how we work.
05	Investigate every customer complaint promptly, take corrective action where needed, and feed the lessons learned back into our products and processes.
06	Ensure our suppliers meet our quality and regulatory standards. We will only purchase from approved suppliers and we will hold them to the same standards we hold ourselves.
07	Train our people so they understand the quality and regulatory requirements of their role and have the skills to meet them.
08	Review the effectiveness of our QMS at every Management Review - using data from complaints, audits, PMS, and risk management to drive genuine improvement.
09	Meet our regulatory reporting obligations - including vigilance reporting, FSCA notifications, and product recalls - accurately, completely, and within the required timelines.

Continual Improvement

We are committed to continually improving the effectiveness of our Quality Management System. We measure this through our quality objectives and our internal and external audit programme, our complaint and PMS data, and our management review process. Where we find gaps between what our QMS says and what we actually do, we close them - not by changing the QMS to match poor practice, but by improving our practice to match the standard we have set ourselves

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Signed on behalf of Medinox	Date
Duane Brown Managing Director Signature: 	01/05/2026