



## QUALITY POLICY

Probe Logic is an Australian owned company providing a servicing and repair network for clients globally of Medical Ultrasound probes.

Since its inception in 2002, Probe Logic has repaired over 10,000 ultrasound transducers not only saving our customers millions of dollars but also improving patient diagnosis by ensuring accurate imaging is achieved.

### Our Mission

By continually challenging the status quo, to unearth new ways of bringing cost effective repairs to ultrasound transducers as well as introducing class-leading quality control standards.

### Our Commitment

Probe Logic is committed to the development, implementation and maintenance of our Quality Management System and an environment which fosters continual improvement.

To achieve this commitment in the delivery of quality products and services, we will ensure:

- » We maintain a continuously improving quality management system that complies with ISO 9001:2015 and all contractual and statutory / regulatory requirements;
- » We understand and respond to the needs and requirements of our clients.
- » the assessment of client satisfaction both during and after delivery;
- » systems and controls shall be designed to ensure complete understanding of customer requirements and consistently accurate and effective product and service provision;
- » all employees understand the importance of their individual roles in the organisation and how their actions impact on the quality of products and services provided;
- » all employees have the required skills, competencies and knowledge to do the job;
- » company management is fully committed to the Quality Policy through provision of resources, active participation in quality improvement activities and leadership by example.
- » monitoring, review and improvement of our system through, internal audit, management review, task and activity observation;
- » setting measurable, realistic objectives and targets and reporting on progress towards their achievement; and
- » encouraging innovation and new ideas.

Alan Barker

Managing Director

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