Quality Policy

At Flexicare, Quality is not just a requirement — it's who we are. It shapes our mindset, guides our actions, and reflects our responsibility to the people who rely on our medical devices every day. We work with purpose to improve lives and uphold the safety and performance of our devices throughout their lifecycle.

We are committed to designing and manufacturing safe, effective, and reliable products under a Quality Management System (QMS) that complies with ISO 13485, ISO 9001, and all applicable regulatory requirements including EU MDR, UK MDR, MDSAP, FDA QSR, and other market-specific standards.

Our approach is underpinned by our Flexicare values:

- **Respectful** – We value each other, our customers, and the trust placed in us. We honour that trust by ensuring everything we do meets the highest standards.
- **Creative** – We continuously seek smarter, safer ways to improve our products and systems.
- **Collaborative**– Quality is a team effort - we succeed by supporting one another and sharing knowledge.
- **Driven** – We do the right thing, even when it's hard, and never stop pushing for improvement.

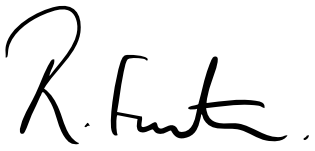
Our leaders champion a strong quality culture by:

- Driving the effectiveness and continual improvement of the QMS
- Promoting a right-first-time mindset
- Ensuring the necessary resources, training, and support are in place
- Setting clear, purposeful quality objectives, that align with our business purpose and ensuring shared accountability for results.

Whatever our role, we all contribute to delivering safe, compliant, and trusted medical devices. Whether we're assembling a product, supporting a customer, or solving a technical challenge - **Quality is everyone's responsibility**.

Hash Poormand
Managing Director

Marc Davies
Chief Operating Officer



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