

Quality Policy



Intersurgical Australia provides flexible patient solutions for airway management, anaesthesia, critical care, and oxygen & aerosol therapy with sales of Medical Equipment and Medical Equipment Consumables to the Health Care Sector throughout Australia. In this area, we understand the changing and challenging clinical environments and needs of our customers and their patients. We are able to respond quickly and effectively to our customers and consistently meet their requirements.

Management has set quality objectives, which will be achieved by ensuring that all our operations and activities are carried out consistently, are regularly monitored and recorded. To ensure this, the company has developed and implemented a Quality Management System that complies with the ISO 9001:2015 standard and satisfy all regulatory requirements.

The Quality Management System is defined in documented management procedures, which provide clear standards and guidelines in all the appropriate areas of the company's activities.

Intersurgical Australia's management is committed to:

- Implementing and continually improving the effectiveness of the ISO 9001 Quality Management Systems
- Establishing, documenting and measuring quality objectives which consider the external and internal issues evident in the business and the needs and expectations of interested parties, through internal audit and management reviews
- Using the disciplines of ISO 9001 to develop and maintain the processes needed to provide a level of service of a consistent standard of quality and at competitive cost
- Fostering good relationships with clients by effective communications with them and encouraging feedback
- Satisfying all applicable legislative requirements
- Valuing our people through effective training and communication.

By adopting this philosophy, our clients will be assured of an excellent standard of service in accordance their requirements.

Every staff member has the responsibility to ensure that the intentions of this policy statement are understood, applied and maintained within their own activity area.

Management has the ultimate responsibility to maintain the ISO 9001 Quality Management System and will promote all initiatives and regularly review the system in order to maintain its suitability and effectiveness.

Paul O'Sullivan
Managing Director

Date: 15th November 2024