



Quality Policy

Animal Healthcare Services Ltd trading as Veterinary Instrumentation (Vi as the 'Organisation'), are a Covetrus company and are committed to maintaining our enviable position as veterinary industry leaders in design and manufacture of orthopaedic implants, surgical instruments and the supply of other manufacturers associated equipment for use with animals.

Vi support this strategy with all of its available resources. In order to ensure a prompt, flexible and accurate response to customer needs, management have a commitment to ensure that all staff may fully contribute to this continuing growth.

As such, a Quality Management System (QMS) meeting the requirements of ISO 9001:2015 and other applicable requirements, including statutory and regulatory is seen as one support for this. The focus of the Quality Management system is the achievement of ongoing improvement measured through the satisfaction of customers and other interested parties.

In return, management expects all employees to work within the defined Quality Management System and to freely make suggestions for continued improvement in all business dealings both within Covetrus, Vi and with our suppliers and customers.

Quality Objectives have been set by the business and are maintained as part of the Quality Management System and support this policy. Quality Objectives have been set within the context of the organisation in line with the company's strategic direction, include increasing business performance, improvements in the QMS, acting on industry key opinion leader and customer feedback, driving up supplier performance and supporting other Covetrus companies. Quality Objectives are monitored, measured and reviewed at least at our annual Management Review of the QMS meeting; in order to enhance customer satisfaction and satisfy the needs of the business.

Bill Pelling

Managing Director

25th April 2019