QUALITY POLICY

W&H (UK) Ltd is dedicated to the quality policy that will ensure that it's supply of dental instruments; equipment; service, repairs and maintenance provision and related operations fully meet the requirements of its customers at all times.

The goal of the Company is to achieve a high level of customer satisfaction at all times. Commitment to understanding the context of the business, implementation of supporting managerial and business operational systems is essential to realising that goal. Consideration of interested parties and risk management are essential factors for the ongoing development of the Company.

W&H (UK) Ltd believes in the concept of customer and supplier working together in pursuing this policy and in continually striving for improvements in its management and supply of dental instruments, equipment, repair, technical service support, quality and safety. Ensuring that legal obligations and commitments are fully maintained.

The quality policy is based on three fundamental principles:

1. Ensuring that we fully identify and conform to the needs of our customers.
2. Continual review of our service provision processes, identifying the potential for errors and taking the necessary action to eliminate them.
3. Everyone understanding how to do their job and doing it right first time.

To ensure that the policy is successfully implemented, staff will be responsible for identifying customer requirements and ensuring that the correct procedures are followed to meet those requirements.

Objectives needed to ensure that the requirements of this policy are met and continual improvement is maintained in line with the spirit of the policy, will be set, determined and monitored at Management Review.

The quality policy principles and objectives will be communicated and available to staff at all times and training will be an integral part of the strategy to achieve the objectives.

Within this Policy we are committed to operating our Company under the disciplines and control of a Quality Management System conforming to the International Standard IS0 9001:2015, planned and developed jointly with our other management functions.

We are all committed to operating to this standard for business improvement and we will maintain the necessary Quality Approvals consistent with our customer requirements. The Managing Director has overall responsibility and accountability of the management system.

Jon Bryant
Managing Director

Date: 1st October 2026