

Freeway Medical Quality Policy Statement

Renewed 2026-27

Commitment to Quality

Freeway Medical acknowledges the importance of quality within our business and we strive to provide our customers with products and services which meet and even exceeds their expectations to help us reach our goal of being our customers preferred business partner in the design, manufacture and supply of medical furniture and medical furniture equipment. In doing so Freeway will also ensure it meets any applicable statutory and regulatory requirements.



QUALITY MANAGEMENT SYSTEM

Chromis UK Limited maintains a formal Quality Management System supporting the design, manufacture, assembly and supply of medical furniture and associated equipment.

The QMS provides the framework through which we control processes, evaluate performance, respond to customer and regulatory requirements, manage risks and opportunities, and drive continual improvement.

ISO 9001 TRANSITION

ISO 9001:2026 was published in September 2026 and replaces ISO 9001:2015 as the current edition of the international quality management standard.

Chromis UK Limited will manage transition to the revised edition through its established QMS and certification-body arrangements. This renewed policy therefore reflects the strengthened emphasis on leadership, quality culture, strategic alignment, risk and opportunity, and continual improvement without implying certification to the 2026 edition before transition is completed.

OUR QUALITY PRINCIPLES

- Customer focus and dependable delivery
- Conformity to customer, statutory and regulatory requirements
- Leadership, accountability and a positive quality culture
- Competent, engaged people
- Process control and evidence-based decision making
- Risk and opportunity management
- Continual improvement of the QMS and business performance

POLICY SCOPE

Freeway Medical / Freeway Med-Tech, trading names of Chromis UK Ltd, recognise that quality is fundamental to customer confidence and long-term business performance. We are committed to consistently providing products and services that meet customer needs and applicable statutory and regulatory requirements.

LEADERSHIP AND STRATEGIC ALIGNMENT

Top Management is accountable for the effectiveness of the Quality Management System and for ensuring that this policy is appropriate to the organisation's purpose, context and strategic direction. Appropriate resources, responsibilities and authority are provided to maintain and improve the QMS.

CUSTOMER FOCUS

We seek to understand customer and relevant interested-party requirements, deliver reliable products and services, monitor feedback and complaints, and use this information to improve customer satisfaction and performance.

QUALITY OBJECTIVES AND PERFORMANCE

This policy provides a framework for establishing and reviewing measurable quality objectives. Performance is monitored using relevant operational and management information, including delivery, non-conformance, corrective action, customer feedback and other indicators appropriate to the business.

PEOPLE, COMPETENCE AND QUALITY CULTURE

We promote a culture in which people understand their contribution to quality, act ethically, raise concerns and improvement ideas, and are supported through appropriate competence, awareness and development.

RISK, OPPORTUNITY AND CHANGE

Risks and opportunities that could affect product and service conformity, customer satisfaction or QMS effectiveness are considered in planning and decision making. Changes are managed in a controlled and proportionate manner.

CONTINUAL IMPROVEMENT

We are committed to continual improvement of the suitability, adequacy and effectiveness of the QMS. Audit results, performance data, non-conformities, corrective actions, customer feedback, management review and improvement opportunities are used to strengthen performance.

COMMUNICATION AND REVIEW

This policy is communicated within the organisation, made available to relevant interested parties as appropriate, and reviewed at least annually or when significant changes require it.

APPROVAL

Policy reviewed: 28 September 2026 | Next review: September 2027, or earlier if required.



Director / authorised signatory

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