

MedX Electronics Quality Policy

MedX Electronics Inc. is dedicated to the principles of total quality management through continual maintenance. MedX is committed to comply with customers' requirements and those stated in ISO 13485:2003, Canadian Medical Devices Regulations SOR/98-282, Council Directive 93/42/EEC and the FDA's 21 CFR Part 830.

MedX will maintain the effectiveness of its quality management system to consistently produce safe and effective products. MedX strives to be the leading global developer and manufacturer of high quality low laser and light therapy products for non-invasive, drug-free healing that is cost-effective, enhances the patient's quality of life and improves the standard of care for tissue repair and pain relief.

Objective	Metric	Goal
1) Identify and address areas of concern or deficiencies in products or services as raised by customers.	Review Hotline call sheets regarding customer complaints.	To address all customer complaints within 3 business days.
2) Design and produce safe, reliable and effective products.	Monitor number of warranty repairs.	# of warranty repairs per dollar amount to sales to decrease every year.

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