

Quality Policy

Surtex Instruments has been committed to the manufacture and provision of surgical instruments exceeding a decade. Our global reputation is founded on delivering innovative and quality products that fulfil our clients' expectations.

Our Philosophy

Two factors are of outright importance here: safety and quality. We place the strictest demands on the reliability of our products and services. Quality assurance is, therefore, a firm component of our activities in all areas. Every product runs through a multitude of tests before it is ready for the market. In this way, we can offer a constant high level of quality.

Customer Focus

We maintain close ties with our customers and know their actual needs because it is these needs that play a decisive role in the design of our products and services. The main factors here are effectiveness, safety, high quality, innovativeness and environmental compatibility. Technically competent advice and excellent service are further standards with which Surtex Instruments Ltd raises customer satisfaction.

Process Optimization

To ensure a constant high level of quality, we work with standardized key processes and core products. The constant control and analysis of these procedures serve as a basis for measures for improvement. The principle of avoiding errors instead of correcting errors plays a central role here. Apart from systematic project management, we therefore also apply various methods and techniques. They are supplemented by qualification and validation of production processes and close cooperation with suppliers to integrate their work precisely in our overall procedures. All together ensure that a product satisfies requirements and reaches the specified standard of quality. Our Quality Management System is accredited to ISO 13485:2016 and ISO 9001:2015 standard and complied with European directives 93/42/EEC.

Assume Responsibility

All Surtex Instruments Ltd employees are urged to play an active role in securing the quality of processes, products and services in their work environment. The promotion of this awareness of quality and sense of responsibility is a management task at Surtex Instruments Ltd. The management ensures that the company's quality policy and related systems are understood and communicated actively. Regular further training and the process of continuous improvement that is anchored firmly in our production operations also contribute to raising our quality standards.

Constant Improvement

It is the Company's policy to strive towards service and product excellence by adopting the policy of continuous improvement. This is achieved by strict adherence to the quality procedures and their continual maintenance and development, to reflect the changes in standards and technology.

Legal Requirement

Our management systems and products, therefore, fulfil the statutory and official regulations of various countries and markets. However, we also go beyond them and set our standards with which we often clearly surpass official regulations and increase the quality of our work.



Anwar Khaliq
CEO

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