

## QUALITY MANAGEMENT POLICY

### 1. Purpose

This Quality Management Policy defines the commitment of **Monega Enterprises Private Limited** to consistently provide high-quality products and services in the import and export of medical and laboratory-related goods, ensuring compliance with applicable regulatory and customer requirements.

### 2. Organization Scope:

Import and export of medical and laboratory equipment, consumables, medical waste management solutions, cold chain equipment, personal protective equipment (PPE), and laboratory reagents.

### 3. Quality Commitment

- Supplying products that conform to defined specifications and international quality standards.
- Ensuring safe handling, storage, and distribution of all medical and laboratory-related goods.
- Maintaining integrity and traceability throughout the supply chain.
- Achieving high levels of customer satisfaction through reliable service and support.
- Continual improvement of quality management systems and processes.

### 4. Compliance and Regulatory Adherence

- All applicable national and international regulations governing medical and laboratory products.
- Compliance with import/export laws, licensing requirements, and quality certifications.
- Alignment with recognized standards such as ISO quality management systems (ISO9001, ISO13485, ISO 14001) where applicable.
- Ensuring proper documentation, labelling, and certification for all products handled.

### 5. Quality Objectives

- Continuous improvement in product quality and service efficiency
- Reduction of non-conformities and customer complaints
- Enhancement of supplier performance and evaluation systems
- Strengthening cold chain integrity and storage conditions

### 6. Operational Control

- Implement standard operating procedures (SOPs)
- Conduct supplier qualification and evaluation
- Maintain proper storage, handling, and transportation conditions
- Monitor cold chain logistics for temperature-sensitive products
- Ensure proper documentation and record-keeping

### 7. Risk Management

- Identifying potential risks in procurement, storage, and distribution
- Implementing mitigation measures for product safety and compliance risks
- Ensuring contingency planning for supply chain disruptions

### 8. Training and Competence

- Employees are adequately trained and competent in their roles
- Regular training is conducted on quality standards, safety, and regulatory updates

## 9. Continuous Improvement

- Regular review of quality objectives and performance indicators.
- Implementation of corrective and preventive actions to address non-conformities.
- Continuous enhancement of processes, systems, and services.

## 10. Management Responsibility

- Top management is responsible for establishing, implementing, and maintaining the quality management system.
- Ensuring availability of resources to meet quality objectives.
- Conducting periodic management reviews to assess system effectiveness.

<b>Policy Created On:</b> 10 <sup>th</sup> April 2020	<b>Drafted By:</b> Ms. Gunjan Samajdar (Executive)
<b>Policy Last Reviewed:</b> 20 <sup>th</sup> August 2025	<b>Approved By:</b> Mr. Gaurav Tanwar (Director)