



Quality Policy

Trojan Medical's mission is to be a focused healthcare company providing appropriate, affordable, convenient, and quality healthcare to all. Its vision is to become the healthcare beacon in South Africa, and this is to be achieved through its sustainable model. To this end Trojan's strategy is to develop commercially viable but affordable products, not only to the private healthcare and insured market, but also to the 80% served by the public sector where an estimated 40% are employed, but uninsured, and who need an appropriate alternative.

While everyone at Trojan is individually responsible for the quality within the company and for maintaining high standards, the Managing Director retains the overall responsibility with the Quality Manager controlling the routine operation. The management of Trojan Medical ensures that the quality policy is communicated to and understood by all employees. It is included in the training of all new employees, in the training on the quality management system, and is reinforced during annual employee performance reviews. Management reviews the quality policy during management review meetings to determine the policy's continuing suitability to our organisation.

Trojan Medical's quality policy statement is as follows:

We achieve sustained and profitable growth through customer satisfaction by continuously improving processes, products, and services to ensure they continuously meet or exceed customers' requirements.

Trojan medical's quality policy statement indicates its commitment and focuses on what is important to us as an organisation, namely, achieving customer satisfaction. It prescribes the method by which we accomplish this, namely, by continuously improving process, products, and services to ensure they continuously meet or exceed customers' requirements. Further, our quality policy statement acts as a compass in providing direction and framework for establishing key corporate level performance measures and related improvement objectives.

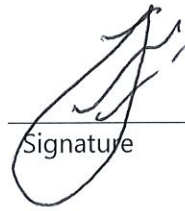
Trojan Medical is thus committed to:

- Providing customers with high quality Intra-Oral, Panoramic and Panoramic/Cephalometric Radiology products, installations and services that exceed requirements, are fit for purpose, and enhance the company's reputation.
- Implementing ISO/IEC 17020, SAPHRA and the SANAS accreditation requirements and operating the business to their prescripts.
- Operating the business to ensure compliance with relevant statutory and safety requirements.
- Enhancing the skills of management and staff through review and actively pursuing an on-going training policy, the objectives of which are to prepare staff to perform their work more effectively.
- Promoting the culture of continuous quality improvement and the philosophy of getting things "right first time".
- Rigorously controlling the sourcing, supply, installation and completion to schedule for all projects.



- Promoting the company's management systems and ensuring implementation is achieved by communication, training, internal auditing, management review, corrective and preventive action.
- Ensure that a professional service will be offered to clients through the use of trained, experienced and competent personnel.
- Ensuring that the inspection process is conducted in an impartial manner and no conflict of interest exists by introducing checks throughout the inspection process to identify any potential conflicts of interest.
- The development and implementation of the management system and its effectiveness in achieving consistent fulfilment of ISO/IEC 17020.

Approved by: M Maidman
Managing Director


Signature

24/01/2025
Date