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# QUALITY POLICY

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Title: Managing Director

**Accepted by:**

Name: Muhammad Rashid Zia

Title: CEO

**Change/Review Notes:**

Date of Issue/Review	Issue:	Revision No:	Details of Revision
	1	0	First version
September 2020	1	1	General review and revision of content
December 2020	1	2	Change of template
March 2021	1	3	Added in MoJ and reference to MedCo
April 2022	1	3	Reviewed – no changes
April 2023	1	3	Reviewed – no changes

## QUALITY POLICY

ML Doctors Ltd is committed to providing consistent, high quality Medico-Legal expert witnesses and reporting services which fully meet, and wherever possible exceed, the expectations and needs of its' clients and other interested parties, in accordance with the defined context of the organisation. This will be undertaken in full adherence to ISO 9001:2015, and applicable MoJ and MedCo regulatory requirements, together with other relevant industry standards, codes of practice, legislation, and statutory requirements.

ML Doctors Ltd strives to be one of the best service providers in the industry, aiming to continually enhance its reputation through a professional approach to service delivery, supported by a trained and competent workforce and by employing a disciplined and systematic approach to all activities within the organisation.

The Quality Policy is defined and driven by the following management principles and behaviours:

- Leadership by the Managing Director who is fully engaged in ensuring that the Quality Management System is fully effective and achieves the desired outcomes and satisfies client and regulatory requirements at all times.
- Building mutually beneficial long-term relationships with clients and interested parties through the understanding of their evolving needs and those of their customers, and by taking ownership of the service delivery process with a focused customer relationship management approach and effective speed of response assurance.
- Monitoring client's perceptions of the degree to which their needs and expectations have been fulfilled and setting measurable quality objectives in accordance with MedCo's SLA implementing actions to enhance business process and ultimately customer satisfaction.
- Driving continual customer service improvement and innovation based upon transparency, honesty, and efficient business processes and defined best practices, determining opportunities for improvement.
- Engaging, directing, and supporting colleagues to develop competency, creativity, empowerment, and accountability through appropriate development programmes and demonstrating robust Senior Management involvement and commitment.
- Promoting an environment where staff feel proud to work for ML Doctors Ltd
- Proactively utilising the results of business analysis, performance evaluation, and Management Review outputs; identifying non-conformities to initiate, recommend and provide corrective solutions as appropriate, to ensure continual improvement and enhancement of the Quality Management System
- Ensuring the systematic research and use of best practice at all levels and ensuring reliable focused risk and opportunity management.

ML Doctors Ltd Senior Management will review the Quality Management System at planned intervals, to ensure its continuing suitability, adequacy, effectiveness, and alignment with the strategic direction of the organisation.

This evolving Quality Policy and associated Quality Objectives shall:

- be available, and maintained as documented information
- be communicated, understood, and applied throughout the organisation
- be available to all relevant interested parties



Belinda Bishop  
Managing Director  
ML Doctors Ltd

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