

JHOOTS PHARMACY

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Quality Policy Statement

It is the aim of Jhoots Pharmacy to provide a comprehensive pharmaceutical service. This will incorporate a high quality service sustaining customer needs and expectations and ensuring full compliance with legal, professional and ethical Standards.

The Executive Team of Jhoots Pharmacy is committed to the Quality Management System, to all the requirements of ISO 9001 : 2015 and to continuous improvement.

Customers are the heart of the pharmacy service and Jhoots Pharmacy are committed to provide an exceptional customer and patient experience. The Company enjoys a strong trustworthy reputation based on its adherence to the highest professionalism and customer service standards. Passionate about its customers and what they provide within its Healthcare and Wellbeing business the following Values have been set:

- *Challenging, brave and innovative in driving ourselves forward*
- *Listening and respectful to each other and to our customers*
- *Acting decisively with minimum bureaucracy*
- *Accountable for all we do and the results we achieve*
- *Celebrate success in all we do*

Jhoots Pharmacy seeks to provide the best service for its customers through high quality customer service, backed with professional and trained staff and aspire to a reputation for integrity and quality. The growth of the business is derived from Jhoots Pharmacy's willingness to listen to its customers' requirements and to tailor services to match, supported by Jhoots Pharmacy's dedicated staff who symbolise our values and aims.

All staff shall be given adequate time and resource to ensure the Quality Management System is implemented effectively. To achieve these aims, objectives have been set by Jhoots Pharmacy.

The Quality Policy Statement shall be issued to all staff and displayed within the Company. Changes to the Quality Policy Statement shall be made and an amended copy shall be issued to staff and displayed. This Policy shall be reviewed annually by the Executive Team and updated as required.



Manjit Jhooty
CEO

Jhoots Pharmacy