

QUALITY POLICY STATEMENT

Pulse Medical Care Pvt Ltd (t/a Pulse Pharmaceuticals) is a registered pharmaceutical distribution company committed to service quality in the reliable provision of safe, registered and off-the shelf medical needs of our customers. Our customers include, but are not limited to, pharmacies, private and public hospitals, not for profit organizations and other registered organizations.

We are a Service organization guided by our mission, 'To serve Healthcare professionals on a mission' by making mission essentials simply accessible, where quality is at the core of everything we do. It is hinged on our values of Citizenship, meaningfully contributing to our community; Partnership, ensuring win-win relationships; and Growth of our employees.

We are situated in Harare, which makes us centrally and strategically positioned to make pharmaceutical essentials accessible to healthcare professionals in all corners of the country.

Our business performance footprint is underpinned by:

- Prioritizing the end-user's (patient's) well-being by providing timely and safe pharmaceutical supplies through a registered channel.
- Providing services which exceed the needs and expectations of our customers, suppliers and employees; and satisfy any regulatory, statutory, internal and industry requirements.
- Ensuring efficient use of company resources while maintaining the goal of eliminating and/or managing risks associated with our business and patient.
- Reliably delivering pharmaceutical products premised on our service quality PROMISE
- The Quality Management System applies to all functional areas of our business, whose measurable quality objectives are monitored for continued effectiveness of our business processes.
- Demonstrating how we value our people and pride ourselves as an Employer of choice, fully committed to empowering them through continual professional and personal development.

We undertake to communicate provisions of this policy on the importance of customer satisfaction to staff, suppliers, and other interested stakeholders as appropriate. In addition, we commit to continuously review and improve the suitability of this Quality Policy Statement in line with our business strategic plan and satisfy applicable requirements.

Signed 

Mr. M. Mkanganwi
Managing Director

