



Quality Policy & Statement – Jeenie Solutions Ltd

Effective Date: 5th September 2024

At Jeenie Solutions Ltd, our commitment to quality is the cornerstone of our work and central to delivering safe, effective, and innovative healthcare solutions. We combine practical experience, regulatory awareness, and client-focused delivery to maintain high standards across every aspect of our business.

Our Commitment to Quality

Customer Focus

We are devoted to understanding and anticipating the needs of our clients. By engaging closely with healthcare professionals and stakeholders, we ensure our solutions are tailored, practical, and deliver measurable benefits.

Excellence in Service

From the initial consultation to delivery and support, we adhere to rigorous best practices. Whether providing training, equipment, or patient support, we ensure every service meets the highest standards.

Continuous Improvement

We embrace a culture of continuous improvement. Feedback, performance data, and innovation inform how we refine our processes and services.

Compliance and Standards

We take all reasonable steps to comply with relevant standards, including UK Medical Device Regulations 2002 for Class I devices. Our documentation, traceability, and declarations of conformity are maintained and reviewed as part of our operating model.

Employee Engagement

Although currently a small business, we invest in personal development and training and will build structured training and quality briefings as the team grows.

Risk Management

We proactively assess and manage risks to quality, including those relating to product safety, service delivery, and supplier reliability.

Client Satisfaction

Our goal is long-term relationships built on trust, responsiveness, and delivery. We seek feedback and adjust accordingly.



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Our Quality Assurance Approach

Quality Planning

We define clear quality expectations for each product and service delivered.

Quality Control

We apply informal but consistent checks to ensure our solutions meet the intended safety and performance requirements.

Supplier Oversight

Suppliers are selected based on trust, quality history, and adherence to our Supplier Code of Conduct. We now use a self-assessment form to document expectations.

Product Compliance and Traceability

We retain documentation to demonstrate compliance for all Class I devices and provide clear Instructions for Use. Products are traceable by batch or shipment.

Monitoring and Improvement

We track feedback and non-conformances, however minor, and apply those lessons to improve future delivery.

Review and Responsibility

This Quality Policy & Statement will be reviewed annually or in response to changes in regulation or operations. Responsibility for its implementation lies with the Founder and Safe Patient Care Specialist.

Approved by: Lee Quickmire

Position: Founder and Safe Patient Care Specialist

Date: 5th September 2024



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