

# QUALITY POLICY



Probe Logic is an Australian-owned company providing a servicing and repair network for medical ultrasound probes to clients worldwide. Since its establishment in 2002, Probe Logic has successfully repaired over 10,000 ultrasound transducers, saving clients millions of dollars while enhancing patient diagnostics by ensuring the delivery of precise and reliable imaging.

## Our Mission

We are dedicated to challenging conventional practices to discover innovative, cost-effective solutions for repairing ultrasound transducers while setting and maintaining industry-leading quality control standards.

## Our Commitment

Probe Logic is fully committed to the development, implementation, and continual improvement of our Quality Management System (QMS) to ensure the delivery of high-quality products and services. This commitment extends to fostering a culture of continual improvement, aligned with the requirements of ISO 13485:2016 and ISO 9001:2015, as well as all applicable contractual, legislative, statutory, and regulatory obligations.

To fulfil this commitment, Probe Logic ensures (within our authority and ability to control and influence):

- » Comply with ISO 13485:2016, ISO 9001:2015 and all applicable contractual, legislative, statutory, and regulatory requirements by maintaining an effective quality management system and ensuring its continual improvement.
- » Appreciate and address the needs and interests of our clients, assessing client satisfaction both during and at the end of service delivery.
- » Design and maintain systems and processes to fully understand customer requirements and consistently deliver the right products and services.
- » Ensure all staff understand the importance of their roles and how their actions impact the quality of our products and services.
- » Provide all team members with the skills, knowledge, and training necessary to perform their roles effectively.
- » Demonstrate full commitment to the Quality Policy through the actions of company management, including resource allocation, participation in improvement activities, and leading by example.
- » Monitor, review, and improve our systems through internal audits, management reviews, and regular task observations.
- » Set clear, measurable, and realistic objectives and report on progress towards their achievement.
- » Foster innovation and encourage new ideas to continually enhance our services and processes.

This policy serves as the foundation for our operations, ensuring alignment with our mission to deliver cost-effective, high-quality repairs for ultrasound transducers while exceeding client expectations. By integrating the stringent requirements of ISO 13485:2016 and ISO 9001:2015, we remain committed to achieving excellence in quality and reliability, contributing to improved outcomes for our clients and their patients.

Ashley Barker

Company Director

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