

## MANUFACTURING STANDARDS STATEMENT

22 July 2011

To whom it may concern

Following the broadcast of the BBC One Panorama programme 'Surgery's Dirty Secrets' on Monday 27th June 2011, we would like to offer some clarification of our manufacturing processes and standards.

Dixons Surgical was established in 1948 as a UK manufacturer of high quality reusable surgical instruments. We have been family owned and run for three generations. We have always prided ourselves on our reputation for delivering excellent quality products and services to our customers, and for operating in an honourable and ethical manner at all times. We take the well being of our employees very seriously, and ensure that we comply with all UK health and safety legislation.

The vast majority of the products that we supply have been manufactured outright in our factory in Wickford, Essex. We work under an ISO 9001:2008 Quality Management System which is audited by a UKAS approved accreditation body. We maintain full traceability throughout the manufacturing process, back to raw material certificates. All of our products are laser marked with a LOT number, which allows us to trace back to the relevant manufacturing records.

Those products that are not manufactured by ourselves, are manufactured outright by a small group of other genuine UK manufacturers, all of whom we have long established relationships with. We have audited their facilities, and have assured ourselves that they are working to the same high standards that we set. We do not source any products from importers or 'middle men'.

At the end of the manufacturing process, all of our surgical instruments are cleaned in an ultrasonic bath using an environmentally friendly detergent, and passivated in an ultrasonic bath using citric acid. They are then subjected to 100% inspection by our inspector using a variety of optical and metrology instruments.

We would like to extend an invitation to visit our factory, to see how we manufacture our products, and would challenge you to ask your other suppliers if they are able to offer this service. If you are interested in taking up this offer, please contact your distributor.



Jay Dixon  
Managing Director

