

## Policy for Quality

My Flex Health will consistently meet our clients stated requirements to exceed expectations. We will pursue service delivery to a high standard and increase our internal efficiency and effectiveness through quality improvement.

We recognise that our clients are our priority, and accordingly the Director of My Flex Health is committed to:

- The successful implementation and maintenance of the Quality Assurance System
- Ensuring our procedures and processes deliver the outputs we plan to meet
- Identifying and acting on opportunities for improvement through our processes
- The continual improvement of the effectiveness of the Quality Assurance System
- Establishing, measuring, monitoring, reviewing and updating objectives and targets for our Quality Assurance System
- Ensuring all staff members are fully aware of our Policy for Quality Statement
- Periodically reviewing our Policy for Quality to ensure it remains valid and accurate in expressing our philosophies
- Developing our staff through mentoring and training initiatives to ensure quality of service
- Involving staff at all levels when reviewing processes to promote a continuous improvement culture within the organisation
- Deliver quality service in instruction, research and extension in compliance with applicable statutory and regulatory requirements through effective application of a continuous Quality Management process

Chief Executive Officer

Andrea Daley