

## **SOUTH WEST ABORIGINAL MEDICAL SERVICES QUALITY POLICY**

*South West Aboriginal Medical Service is an organisation that puts emphasis on quality, excellence and value added for our clients and stakeholders.*

*South West Aboriginal Medical Service is committed to the delivery of quality services to our clients and stakeholders which continuously meets their needs, and the development of a working environment that support our employees. This is achieved by means of:*

***Continued improvement in quality performance and certification against the ISO 9001 standard;***

***Satisfying applicable requirements by ensuring that consumers and applicable statutory and regulatory requirements are determined, understood and consistently met.***

***Management commitment to planning, monitoring performance against the organisations quality KPI's, Strategic Plan and to the regular review of the effectiveness of our Quality Management Systems***

***A management structure with clear definition of quality responsibilities;***

***Internal communications and supports that promote a quality focused culture;***

***Policies and procedures for managing product and service quality;***

***Creating product and service solutions which deliver quality outcomes.***

***Maintaining a safe and healthy work environment***

*Our quality policy ensures our continued success and is embedded within the organisation. Our quality credentials have external recognition via a range of accreditations and awards, demonstrating our commitment to continuous improvement in this area. Direction is driven by the management and staff across the service and they take responsibility for making sure our quality approach is reflected in our daily activities.*