

QUALITY SYSTEMS MANUAL

5.2 Policy

5.2.1 Establishing the quality Policy



The senior management team and staff at National Day Surgery Sydney are committed to ensuring that a robust Quality System is in place as directed by the Quality System Manual to:

Planned outcomes

- To provide a timely, safe, healthcare service, which encompasses measurable ongoing continual improvement to our customers, as a basis of all practices
- To provide healthcare of a high standard using a risk focused, process approach, based on Best Practice and regulatory requirements
- Provide a competitive, affordable and safe health care service to our customers
- Engage regularly with our customers, both internal and external, to ensure we are meeting their needs effectively
- Regularly review and assess the effectiveness of our Quality Management System and implement improvements, which is based on AS/NZ ISO 9001:2016
- Ensure National Day Surgery Sydney's Quality Policy is available to all interested parties

We have processes in place for the ongoing transparent planning, review and improvement to our Quality Management System. The outcome of the planning process is a set of objectives which will be reviewed and updated at least annually.

It is important that National Day Surgery Sydney stakeholders:

- Are aware of the requirements of our Quality Management Systems,
- Identify, Record, Report all problems, incidents, complaints, compliments or areas for improvement
- Comply with the intent and the content of our Quality Management system

Please contact National Day Surgery Sydney Director of Nursing if you require further information on our Quality Policy