

Daniels Health Pty Ltd (“Daniels Health”) is committed to ensuring customer satisfaction, statutory and regulatory compliance, and continual improvement.

Primary Goal

The primary goal of this policy and associated procedures is to reduce inefficiencies in all Daniels Health activities by systematically improving business processes and by developing a clear understanding of our customer’s needs and requirements.

Strategy

Our strategies to implement this policy are:

- ✓ Defining responsibilities in the business to ensure essential tasks are attended to
- ✓ Establishing a set of written procedures that cover all key processes in the business
- ✓ Ensuring the system is kept up-to date in regards to relevant legal and other requirements.
- ✓ Ensuring access of the current revision is available and understood
- ✓ Ensuring it is effective by monitoring and measuring of process performance via KPI’s and objectives.
- ✓ Analysing quality / service / process failures to initiate corrective and preventive action and thereby improve business performance
- ✓ All services done on client sites shall adopt the respective client’s quality requirements and policies as well as Daniels Health requirements and policies

Application

To enable the policy to be implemented and the defined objectives to be achieved, the management system complies with the requirements of ISO9001, ISO14001 and OHSAS18001, being the Australian and international standards applicable to Daniels Health’s business.

All those involved either directly or indirectly in the execution of the activities described in this review are obligated to give it their full support, ensure that the required quality level is achieved at the lowest possible cost.

The National Executive of Daniels Health are accountable for authorising and ensuring that the policy is implemented and that its effectiveness is reviewed annually. This policy applies to all Daniels Health sites and activities.



Dan Daniels
CEO
Daniels Health Pty Ltd

