

Policy brief & purpose

The quality policy acts as a compass by providing the direction and framework for establishing key corporate level performance measures, as well as related objectives and targets. Top management ensures that our corporate policies are established and documented, and that the policies are available to all interested parties as required.

The CEO has overall responsibility for defining, documenting, implementing and reviewing our quality policy in consultation with the management teams and other personnel, or their representatives. The policy is reviewed at least annually, as part of the management review program or at a frequency determined by:

1. The changing needs and expectations of relevant interested parties (Section 2.2 of Medimobile's Quality Manual/ Clause 4.2 of ISO 9001:2015 standards).
2. The risks and opportunities that are presented through the risk management process (Section 4.1 of Medimobile's Quality Manual/ Clause 6.1 of ISO 9001:2015 standards).

The quality policy is communicated to all employees at all levels throughout our organisation via training, regular internal communications and reinforcement during annual employee performance reviews. Employee understanding of our policies and objectives is determined during internal audits and other methods deemed appropriate.

Policy Statement

At Medimobile, we are dedicated to providing high-quality mobile medical services in workplace and public flu vaccinations, and in-home patient services. Committed to excellence, we strive to meet and exceed the expectations of our clients, regulatory requirements, and relevant stakeholders.

Our Quality Management System (QMS) is designed to consistently deliver safe, effective, and patient-centred services. We are committed to continuous improvement, employee development, and the use of innovative technologies to enhance the quality and efficiency of our operations.

Scope

This policy applies to all our employees, contractors, volunteers and anyone who has permanent or temporary access to our systems and hardware. *This quality policy is communicated to all employees and stakeholders and is regularly reviewed to ensure its ongoing suitability and effectiveness.*

Policy elements

Client Satisfaction

Medimobile and its employees are devoted to understanding and meeting the needs of our clients. Client satisfaction is our ultimate goal, and we actively seek feedback to improve our services continually.

Compliance

Medimobile and its employees adhere to all applicable legal and regulatory requirements related to our services, ensuring the safety, legality, and effectiveness of our operations.

Continuous Improvement

Medimobile and its employees foster a culture of continuous improvement by regularly reviewing and enhancing our processes, technology, and skills. We encourage our employees to contribute ideas for innovation and efficiency.



Employee Development

Our success is built on the competence and dedication of our employees. We invest in their training and development to ensure they have the skills and knowledge required to provide exceptional services.

Risk Management

We proactively identify and manage risks to ensure the reliability and consistency of our services. Our risk management practices aim to prevent issues and enhance the resilience of our operations.



Celeste Donnachie

CEO

on behalf of Medimobile Pty Ltd

Document Details

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