

Quality Policy

POLICY

Our Quality Policy is set out to achieve all the requirements of ISO 9001:2015, enabling us to recognise our aim to be **“To be the UK’s preferred provider of technology enabled, proactive health & wellbeing services, making a difference to the lives of 3 million working people,”**

This Policy is available to all staff via Team Optima and to interested third parties, upon request. Interested parties are defined as but not limited to; clients, suppliers, governing bodies and accreditation bodies.

As part of our continued focus on quality we will endeavour to:

- Support and direct our Quality Management System from the SMT to all employees
- Ensure compliance across the business by providing staff with clear Quality processes, offering training as appropriate and enforcing this with a robust audit cycle.
- Ensure that where non-conformance is identified, this is recorded, tracked and analysed, with necessary improvement(s) made in a timely manner
- Live the values of our Customer Charter and foster a spirit of ownership through *‘inspect to protect’*.

Quality is a key element of our strategic plan and our annual business plan and budgets. As part of this Quality Policy, the CEO and SMT has overall responsibility and authority for development, co-ordination and monitoring of the implementation and effectiveness of the quality management system. Quality Objectives will be set and tracked by SMT and will be reviewed annually to ensure continuous improvement for our customers.

The operation of the quality system is the responsibility of every person within the organisation. If you have an idea for improving our service or making it more efficient, please tell your manager about it. We can then use this feedback to initiate service improvements and incorporate these into this policy’s annual review.

Approved by: CEO

Date: 22/02/19

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This policy shall be reviewed annually as a minimum