

QUALITY POLICY

Since its inception in 2012, 4Healthcare has committed to becoming innovative providers in the design and commissioning of product solutions to various healthcare sectors including hospitals, aged care facilities, community care homes and allied health facilities. Our Top Management and staff are committed to providing high quality products and services that meet and exceed our customer's expectations.

Quality Objectives

The Top Management and Staff at 4Healthcare are committed and will strive to:

- Provide an exceptionally high-quality level of products and services to our customers
- Manage our processes to maximise efficiency and productivity
- Follow up on services and products provided, to ascertain that our goals and objectives are being achieved

As part of our systems and processes we will:

- Train, educate and communicate with employees, contractors and other relevant interested parties in regard to this policy and quality expectations where necessary
- Ensure that this policy is retained as documented information, and available to interested parties
- Define and meet objectives, by documenting and monitoring measurable quality targets
- Comply to statutory, regulatory and other requirements
- Apply a Plan, Do, Check, Act methodology to our Quality Management System
- Continually monitor and improve our quality performance and the effectiveness of our Quality Management System
- Apply Risk Based Thinking within our systems, operations and processes
- Conduct audits to verify core processes are effectively managed within the business as part of our Continual Improvement Process
- Ensure our Quality Management System is conformant and certified to ISO 9001:2015
- Review this policy annually

Approved by Shane Janicki



Director
31st March 2021