



ISO 9001:2015

QUALITY MANAGEMENT SYSTEM

POLICY STATEMENT 2018

Patient Transport Services

Introduction

St John Cymru-Wales - Patient Transport Services aims to provide a responsive patient transport service with a professional high standard in patient transfers. The organisation operates a Quality Management System that has gained ISO 9001:2015 certification, including aspects specific to a complete patient transport provider. The management is committed to:

- The development and improvement of the Quality Management System
- The continuous improvement of the Quality Management System
- The measurement and enhancement of customer satisfaction and patient care

The management has a continuing commitment to:

1. Ensure the customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
2. Communicate throughout the organisation the importance of meeting customer needs and all relevant statutory and regulatory requirements remaining honest, open and genuine at all time putting the needs of the customer first
3. Establish the Strategic Direction, the Quality Policy and its objectives
4. Communicate its Strategic Direction, the Quality Policy and its objectives to all staff
5. Ensure that the management reviews set and review the quality objectives, and reports on the internal audit results as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System
6. Ensure the availability of resources and provide first class training for employees and observe high standards of behaviour and conduct.
7. Services will be ethical, kind, compassionate, considerate and appropriate to the patient's needs.
8. Make ourselves available to those that need to speak to us, listening carefully to what is said to us and making sure that those we work with are kept up to date and understand what is going on.

Responsibilities

The Chief Executive Officer has approved this policy

Maintenance and implementation of the management system is the responsibility of the Operations Manager – PTS. The structure of the Quality Management System is defined in this Quality Manual. All staff is made aware of the requirements of this Quality Policy and complies with the contents of the Quality Manual. The organisation complies with all relevant statutory and regulatory requirements. The organisation constantly monitors its quality performance and implements continuous improvements when appropriate. Copies of the Quality Manual and Policy are made available to all staff via the on-line management system. Copies of the minutes of Management reviews, or extracts thereof, are provided to individual members of staff in accordance with their role and responsibilities as a means of communicating the effectiveness of the Quality Management System.

Signed by 

Date..... 9. 2. 18

Julia Hobbs (Chief Executive)