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## 1.6 Policy Statements

### Quality Policy Statement

Every member of Rehabplus is dedicated to the pursuit of quality and excellence in providing Rehabplus's customers / patients with the best service that can be accomplished. Rehabplus recognises that only by achieving customer satisfaction can we secure the future growth and success of the company.

It is the policy of Rehabplus to provide world class physiotherapy to our patients, ensuring individualised treatment plans and reducing the quantity of appointments needed for recovery. To ensure achievement of this policy, an Integrated Management System is established to meet, and continue to meet, the requirements of BS EN ISO 9001:2015.

Rehabplus' s quality objectives are:

- + Rehabplus will ensure that customer /patients requirements and expectations are fully understood, standards created, and service delivery continually monitored against these standards.
- + Rehabplus will consistently meet customer / patients' requirements by quality performance and adoption of best practice.
- + Rehabplus will continually review and monitor all aspects of operations to identify opportunities for implementing continual improvement.
- + Rehabplus Management Team analyse performance and ensure Rehabplus's Quality Objectives are met on a regular basis.
- + Rehabplus aim to make a profitable return on our activities to fund ongoing development and growth of the business.
- + Rehabplus will conduct our business in an ethical and professional manner.
- + Rehabplus are committed to satisfy our customer / patients requirements and get things right first time.
- + Should Rehabplus make a mistake, we will admit it and rectify the situation as quickly as possible keeping appropriate records.

Quality management implementation is through the Integrated Management System which is mandatory in application. However, it's success can only be achieved by the participation and commitment of everyone at Rehabplus. All persons working with or for Rehabplus's organisation will receive full support to ensure the integrated management system is understood, implemented and maintained throughout.

It is Rehabplus's responsibility to ensure the Integrated Management System functions correctly and its effectiveness is maintained through monitoring, control, audit and review.