



Caring is our passion... Compassion is our belief...

NOA Healthcare Ltd., Margaret Powell House, 417 Midsummer Boulevard, Milton Keynes, MK9 3BN
Tel: 020 3130 1773 • www.noahealthcare.co.uk • Email: info@noahealthcare.co.uk

Quality Assurance

Policy Number 02

Introduction

NOA HEALTHCARE believes in the provision of a Quality Service for Members and Clients. A robust QA system covering all aspects of business practice will ensure compliance with this belief.

Policy

The Quality Standards of the Company are integral to Company's Policy statements.

NOA Healthcare applies a structured approach to Quality monitoring.

A range of quality tools; audits, evaluations, reviews and measurements are employed to demonstrate a companywide perspective.

When results indicate a potential issue, further monitoring is employed. The tools to accomplish this are specifically designed according to the nature of the issue identified.

On occasions when further action is required a detailed investigation/review is conducted, the findings of which are discussed by the Management Group to identify further action and monitoring arrangements.

Company performance is measured employing an established quality assurance model of examining the Input-Process-Outcome, and applying hard and soft quality tools to measure attainment.

Non-compliance is reviewed by the Management Group and corrective action taken.

Policy Origin

In House Policy.

References

In House Policy.

Date Policy Active.

To be determined once verified by the management group.

Last Review Date.

Jan 2017.

Quality Assurance Reference

POL/02/14