

Quality Management Policy

Introduction

This quality management policy is to provide information to you, the client/patient, on how your practitioner approaches quality management in their practice.

What is the Purpose of Quality Management?

The purpose of quality management is to ensure that an appropriate level of management control is in place to support the ongoing compliance in meeting the Certification Standard.

What is Quality Management?

Quality Management refers to the “back-end”, or management controls, which ensure the services are always delivered effectively, appropriately, and that they are updated, corrected or improved as needed.

A quality management plan defines the acceptable level of quality and describes how the practice will ensure this level of quality in its services and processes.

The Quality Management requirements are consistent with the quality methodology of **Plan-Do-Check-Act**:

- Plan:** Establish the objectives and processes necessary to deliver results in accordance with customer requirements and organization’s policies;
- Do:** Implement the processes;
- Check:** Monitor and measure processes and product against policies, objectives and requirements for the product and report the results;
- Act:** Take actions to continually improve processes performance.

What will they do?

The clinic will deliver massage and myotherapy services and undertake business activities and make appropriate records of these activities in a timely manner. Such records will be controlled in relation to their integrity, legibility, availability, retention and security.

Monitoring

The practitioner shall regularly monitor the level of performance of service delivery and clinic activities and this may be conducted through patient feedback, compliments, complaints, employee input or other means as appropriate. Monitoring shall seek to identify opportunities for improvement, as well as any problems and areas of poor performance.

Internal Audits may be conducted at least once a year and shall be planned and conducted appropriately.

Action

Where problems have been identified these shall be addressed in a timely manner. Problems will be rectified before further problems could arise and will be reviewed for their significance and potential to occur or to reoccur. All problems and actions taken will be recorded.

The quality management system will be regularly reviewed for any problems or opportunities for improvement. Any changes made will be recorded.

Date, document number and version number controls will be used to ensure currency of documentation.

Documentation

Massage & Myotherapy Australia Best Practice Standard.