

## M02 Quality Policy

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(ISO 9001:2015 Clauses 5.2)

Articulate Nursing cares passionately about providing quality in-home services to clients of all ages and care needs. We tailor our services to the client-specific requirements and take pride in the excellent reputation we have achieved within the health care community. Whether it be selected home maintenance services through local providers, or personal health care of any complexity, we are focused on Customer Satisfaction by providing exemplary personalized care to the clients within our community.

We have implemented ISO 9001:2015 as our management system, and are committed to the continual improvement of all our services and processes, and ensure on time delivery of services. We comply with all applicable statutory and regulatory requirements.

We have considered **climate change** and its relevancy with respect to our operations. No greenhouse gases are released from the activities of the organization, and fossil fuel is used by the organization in its activities for heating the office and the building in cold month by natural gas which is the best option available at this time.

### Procedure

If we elect to make changes after reviewing our policy, we shall ensure it meets the following requirements.

- Is appropriate to the purpose and context of our organization and support our strategic direction
- Provides a framework for setting quality objectives
- Includes a commitment to satisfy applicable requirements
- Includes a commitment to continual improvement of the quality management system

To make the policy available and communicate as applicable to all interested parties through publication on our Website, Company Noticeboard and Intranet as appropriate.

### Related Documentation

R02 Data Tracking Register -Quality Objectives Tab.

Date	Description of Change	Approved By
June 1, 2016		