



PHYSIO INQ QUALITY POLICY

Our Purpose

To demonstrate that a health care business model based on autonomy, innovation and success of our team is the most commercially and socially effective model, consistently creating happiness and fulfilment for those **we come into contact with** (with whom we engage)

Our Mission

To exceed our team and our customers' expectations throughout their entire journey with us.

Leadership Commitment

We are committed to operating and maintaining a documented quality management system designed to meet the requirements of ISO 9001:2015.

We have established quality objectives, aligned to the strategic direction of the business, to plan, implement and measure the effectiveness of the quality system and ensure continuous improvement.

To implement this policy, we have focused on the context and strategic direction of the business **with particular reference to** consistently meeting our customers' requirements and applicable requirements.

Leadership is committed to encouraging and promoting risk-based thinking among workers and stakeholders. The quality management system will provide mechanisms for detecting system shortfalls and for stimulating process improvements.

We will adopt procedures and disciplines to ensure that the system is effectively implemented by undertaking relevant skills training and conducting appropriate quality awareness training.

We are committed to complying with the requirements of ISO 9001:2015. This policy is communicated throughout the organisation, available to internal and external stakeholders and regularly reviewed for continued suitability.

Director: Jonathan Moody

Date: April 2023