

# Tunstall Healthcare (UK) Ltd

## Quality Policy



### **Our Mission:**

To Provide technology-based solutions and services to improve our customers' ability to deliver new, more efficient and effective models for health and care management in the community setting.

### **Quality Policy**

- 1.** Tunstall Healthcare (UK) Ltd is committed to a policy of on time, defect free delivery of products and services based on conformance to agreed requirements directly based on customer, supplier, co-workers and other interested party needs. This will be the standard against which all quality indices and costs will be measured.
- 2.** Tunstall Healthcare (UK) Ltd employees will fully understand the requirements of their customers, suppliers and co-workers and the systems that support them. An understanding and knowledge of the cross company processes appropriate to each task, and objectives, will be expected from all employees. This will come from appropriate training and education, and reinforced by example from colleagues and inclusion in company appraisals.
- 3.** Tunstall Healthcare (UK) Ltd will maintain the effectiveness of the Quality Management System whilst continually improving. Opportunities to improve and grow will be sought and risks will be managed effectively to ensure business plans are realised. Quality Objectives will be reviewed and updated as required. Measurement and feedback systems at all supplier/customer interfaces will be installed and utilised to enable effectiveness to be monitored and continual improvement towards the expected standard maintained.
- 4.** Tunstall Healthcare (UK) Ltd will give absolute priority to conformance to these requirements at all times.
- 5.** Tunstall Healthcare are committed to maintaining certification to ISO 9001 and ISO 13485 and ensuring that we comply with regulations and other requirements at all times.

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### Our Values

**Customer Focus:** - We are passionate about understanding and meeting our customers' needs and those of the people they support.

**Collaboration:** - We work together as a team and in partnership with our customers to deliver excellence in everything we do.

**Innovation:** - We have a heritage of innovation and we innovate with purpose to continually improve and ensure our service and solutions are the best they can be.

**Delivery:** - We are determined to succeed and deliver on our promises, staying focused to deliver results

**Accountability:** - We empower our people to take ownership and responsibility for their actions, doing what we say we will.

### Our Principles

**1. Customer focus:** All actions will be driven by a desire to serve customers by understanding customer and other applicable requirements and act on that knowledge to deliver superior value

**2. Leadership:** We strive to ensure we lead from the top and ensure our people know our strategy and business plans and how they contribute to the delivery of a successful outcome.

**3. Engagement of people:** We empower our people to take ownership and responsibility for their actions, doing what we say we will.

**4. Process Approach:** Manage work with a focus on results, improving efficiency and productivity delivering value to customers. Develop and maintain processes containing only value-added tasks.

**5. Improvement** - Make the plan-do-act-check cycle the method used to achieve both continual and breakthrough improvements in costs, cycle-time and quality.

**6. Evidence-based decision making:** Know what you want. Measure what you get. Act on the difference to establish and meet commitments to all key stakeholders - customers, co-workers, suppliers and society

**7. Relationship management:** Strive to build on opportunities to improve relationships with interested parties and have mutual respect for each other's needs, views and beliefs.

Authorised by Group Operations Director

Elaine Quinn

Date

02/05/19