

Quality Management Policy Based on the principles of UKAS ISO 9001: 2008

ZIA Care Ltd has long been established in the healthcare industry, undertaking projects with Councils, Local Authorities and private care agencies. We believe training and continual professional development plays an important role in the philosophy of the company, which together with quality translation provides our clients with peace of mind.

To improve further the efficiency of the Company and to maintain client satisfaction we are working towards and endeavour to achieve UKAS ISO 9001:2008 in 2011.

Implementation of the Quality Management System has established the guidelines within which staff can perform the tasks allocated to them in a consistent manner and by which they will be made clearly aware of the expectations of the Managing Director in respect of their methods and standards of performance.

The Quality Management System is the embodiment of the corporate policy of providing a high quality service which meets our client's requirements in an efficient and cost effective manner.

ZIA Care is committed to:

Sustaining Employment for existing and future staff, providing diversity, a good place to work and developing staff to ensure that the company has the necessary skills to meet all current and future challenges and to ensure a professional and effective service is given to our clients. This demonstrates to our staff that they are recognised as key to the company's overall performance.

- Forging partnerships with our suppliers and major players in the Private and Public Sectors to ensure optimum business performance. We also ensure that our suppliers and partners that may be used in the delivery of our services also comply with our quality philosophy and company policies.
- Achieving and maintaining a standard of excellence in the operation of business.
- Maintaining our reputation for honesty and integrity and ensuring that this is reflected throughout the organisation.
- Providing sufficient resources and equipment to ensure that we can operate to the documented management system. The management system is based on the principles of UKAS ISO 9001:2008, the International Standard for Quality Management Systems
- Ensuring that our quality management system provides a framework for the management and control of our activities for Quality, Environment and Health & Safety. It also assists in establishing and reviewing strategic objectives for the company.
- Ensuring that all company policies & procedures have the full support of senior management.
- Continually monitoring and reviewing our Quality Policy is to ensure that it remains relevant and effective to the changing needs of our customers.
- Continuous appraisal of our business to ensure that the quality of service we provide fully and consistently meets our customer expectations and all current and impending legislative requirements.

Reviewer: Idan Frumence



Date: 01/01/2021

Date of next review: 01/01/2022