Quality Assurance Manual

HiFlex Physio

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This is a CONTROLLED Document as are all quality system files on this server.

1. Introduction

HiFlex Physio was formed in 2001 to satisfy Client requirements for personal wellness and fitness.
This business has developed well and has expanded to four centres in capital cities successfully.

Additional capabilities have been added to the organisation to include technical assistance and support, installation, maintenance of products, services and systems, and design of systems.

This Quality System relates to the full range of HiFlex Physio activities.

2. Policy and Objectives

HiFlex Physio' quality policy is to achieve sustained, profitable growth by providing services which consistently satisfy the needs and expectations of its Clients.

This level of quality is achieved through adoption of a system of procedures that reflect the competence of HiFlex Physio to existing Clients, potential Clients, and independent auditing authorities.

Achievement of this policy involves all staff, who are individually responsible for the quality of their work, resulting in continually improving working environment for all. This policy is provided and explained to each employee by the Centre Manager Human Resources.

To achieve and maintain the required level of assurance the General Manager retains responsibility for the Quality System with routine operation controlled by the Centre Managers.

The objectives of the Quality Assurance System are:

a. To maintain an effective Quality Assurance System

b. To achieve and maintain a level of quality which enhances HiFlex Physio's reputation with Clients.

c. To ensure compliance with relevant statury and safety requirement

d. To endeavour, at all times, to maximise Client satisfaction with the services provided by HiFlex Physio

3. Definitions

The terms and descriptions used in this Manual are generally defined within ISO9001 - Quality Systems.

Additional definitions apply for items not covered by the documents:

Site- any location, othe than HiFlex Physio's established premises, where work is undertaken as part of a formal contract.

4. Quality System

The Quality Assurance System applies to all activities of HiFlex Physio, and has been developed in accordance with ISO9001. The Quality Assurance System is fully documented and structured in 3 levels:

Level 1: Quality Manual

This document details the corporate quality policy and structure of HiFlex Physio and references appropriate Operating Procedures.

Level 2: Operating Procedures

The documents describe the actual process, and controls applied, to all activities concerned with the attainment of a quality assured contracting service.

A list of Operating Procedures is given in the Index Section of this Quality Assurance Manual.

Quality Planning

As HiFlex Physio operated a standard type and range of services, Client satisfaction and quality are achieved by operation in accordance with the documented quality system. Specific Client requirements are identified and documented during the contract review process, allowing these requirements to be communicated and achieved, ensuring satisfaction of all Client declared needs.

5. Organisation

Insert Hierachal Structure (reproduced) here



Margaret House

CEO



Thomas Hinwood

Executive Assistant



Craig Fisher

Board of Director



Don Fraser

Board of Director



Paul Daly

Board of Director



Sarah Kelsall

Board of Director



Steve Brinkley

GM Finance



Kath Jones

GM Marketing



Laura Irish

GM Human Resource



Meredith Watkin

Book-keeper



Marion Stevens

Admin Assistant



Ellie Tolley

Brisbane Centre Manager



John Hyatt

Melbourne Centre Manager



Jacinta Scotts

Sydney Centre Manager



Paul Thomas

Cairns Centre Manager



Hans Jane

Assistant Manager



Collin Macrae

Assistant Manager



Martin Saunders

Assistant Manager



Sally Stowe

Assistant Manager



Fitness Instructors



Fitness Instructors



Fitness Instructors



Fitness Instructors

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1. Introduction

6.1 Authority

6.1.1 All staff are allocated with authority to perform their allocated responsibilities. The following provides a summary of the principal responsibilities of each job role, and these are clarified in greater detail within the Operating Procedures.

6.1.2 All staff share the authority and responsibility of identifying non-compliances or possible imrpovents, and recording these instances such that corrective action can be taken, both to rectify the immediate situation and to prevent reccurence.

6.1.3 The Managing Director continually reviews HiFlex Physio resources to ensure that adequate staff, equipment and materials are available to meet Client requirements.

6.2 Responsibilities

6.2.1 Chief Executive Officer

- Approval of the Quality Assurance System
- Management Review
- Design Control
- Supplier Selection & Purchasing
- Contract Management & Control
- Training

6.2.2 General Manager Human Resources (Management Representative)

- Internal Audit
- Resolution of Quality Assurance System Discrepancies
- Control & Maintenance of the Quality Assurance System
- Documentation & Change Control (Quality System Documents)
- Training

6.2.3 General Manager Finance

- Control of Finance, Accounts and Warehouse Operations
- Management & Co-ordination of Sales and Support Functions
- Supplier Selection and Purchasing
- Contract Review
- Sales Order Processing
- Estimating
- Project Management

- Control of Contract Documentation
- Planning & Organisation
- Supplier Selection & Purchasing
- Definition of Installation, Inspection, Test & Maintenance Requirements

6.2.4 Centre Managers

- Quotations
- Contract Review and Order Processing
- Planning and Co-ordination
- Processing of Sales Orders
- Purchasing

6.2.5 General Manager Marketing

- Sales
- Estimating
- New Product Identification & Evaluation
- System Design

7. Compliance With ISO9001

This Quality System is structured with policy statements relating to each area of activity being within the relevant Operating Procedure. However, the following items are not addressed within the operating procedures as they are not applicable to HiFlex Physio:

- Statistical Techniques

8. Management Review and Internal Audit

Management review of the suitability and effectiveness of the Quality System takes place at least twice a year. During the Management meetings actions are allocated and minuted to record the development of HiFlex Physio management system.

The objectives of Management Review are:

a. To establish that Quality (Management) System is achieving the expected results and meeting HiFlex Physio requirements, continuing to conform to the Standard, continuing to satisfy the Clients' needs and expectations, and functioning in accordance with the established Operating Procedures.

b. To expose irregularities or defects in the System, identify weakness and evaluate possible improvements.

c. To review the effectiveness of previous corrective actions, and to review the adequancy and suitability of the management system for current and future operations of HiFlex Physio.

d. To review any complaints received, identify the cause and recommend corrective action if required.

e. To review the finding of internal/ external audits and identify any areas of recurring problems or potential improvements.

f. To review the reports of non-conforming items and trend information to identify possible improvements.

Internal audits of the Quality System are undertaken at least once per annum to confirm that the function concerned is adhering to HiFlex Physio Procedures. A comprehensive Audit Program is compiled at least a year in advance however, should particular needs be identified, the frequency of audit may be increased at the discretion of the General Manager Human Resources.

Audits are undertaken by auditors who are trained in auditing and not directly responsible for the functions being audited within HiFlex Physio. Non-conformance observed is brought to the attention of the person responsible, and is recorded, documented and subject to timely corrective action to ensure full recitification.

9. Contract Review

HiFlex Physio offers both standard products and specialist services to meet each Client's needs. Standard products are displayed in advertising and handouts for Client selection. Specialist service requirements differ from one Client to anothe (and from one contract to anothe), theefore each tends to be quoted for the specific contract or service.

Once a proposal is accepted by the client, or an order is placed, it is recorded and reviewed to establish that the requirements of the order are adequately defined and documented, any differences from the proposal are resolved, and HiFlex Physio is capable of fully satisfying the Clients' requirements.

In addition to the original order/ contract specification the Client may also request additional/ variation work to be undertaken by HiFlex Physio. In these circumstances the work content is documented and agreed with the Client prior to execution to ensure that no ambiguity exists.

HiFlex Physio operated on a computerised Client relationship management to ensure rapid, accurate fulfillment of Client orders.

10. Personal Program Design Control

All activities designed for Clients are stricly contolled to ensure that the personal program design output information complies with Client/ contract requirements, and all health input data.

Personal program design activities are planned and normally executed by Personal Trainers and are subject to regular mangement, review and verification by the Centre Manager, and where relevant, agreement with the Client.

The personal program design input and output items are documented, and where ambiguity exists, will be clarified and documented. All items of personal program design documentation and notes are recorded in a Client file. Personal program design output documentation is produced and reviewed to ensure that it:

- Meets the design input
- References the design input or appropriate criteria
- And identifies all of the characteristics which are critical to the safe and effective use of the program(s).

Personal program design output is reviewed and approved by the Centre Manager, and is also provided to the Client for approval prior to use. Validation of the personal program design is achieved during trail of the program to confirm compliance to the Client's requirements.

The Personal Trainer is required to specify any health care professional advice which may verify the personal program design at the earliest possible stage of development.

All changes to the personal program design criteria, input or outpur are subject to strict review and documentation control procedures.

11. Documentation & Change Control

All documentation utilised within HiFlex Physio related to the mangement system itself, or to the execution of individual Client programs is controlled to ensure that it is issued to the appropriate personnel, under the correct level of authority, is revised and reissued as necessary, and all obsolete versions are removed from the point of use.

Such documentation typically includes:

- Specifications
- Client Programs
- Quality Assurance Manual/ Operating Procedures, and
- National Standards and Codes of Practice

The Quality Assurance Manual, Procedures and Quality Plans are maintained by the General Manager Human Resources who ensures that the appropriate items, at the correct revision levels, are issued to all who need them within HiFlex Physio.

National standards and Codes of Practice are maintained by the Executive Assistant to the Executive Team who ensures that appropriate documents are available wihtin HiFlex Physio, and are issued at the correct revision levels. External suppliers of documentation are contacted regularly to ascertain that the documents held remain current.

The distribution of standard documents is controlled and recorded on Distribution Lists, which also show the current issue status. The Distribution Lists are reviewed and updated as changes occur.

All changes to documents are reviewed and approved by the person responsible for the original issue and, where appropriate, the nature of the change is indicated on the document. Master copies of the revised documents are retained as records of the changes and renewed as necessary to ensure clarity.

Each contract has a file which contains all relevant information. Information is also held on HiFlex Physio's intranet for ease of access and manipulation.

12. Purchasing

Suppliers of products, materials and services, where unspecified by a Client contract, are selected on their ability to meet HiFlex Physio's requirements given due consideration to the quality, statutory obligations, timescale and cost. A list of approved suppliers and sub-contractors is maintained which is compiled on the following criteria:

a. Previous performance in supplying to similar specifications and requirements.

b. Stocking of high volume standard items conforming to a relevant Standard, or supplied with a statement of conformity.

c. Compliance with an approved third party product/ quality registration scheme.

d. Recommedation by othe similar purchasers or manufacturers of equipment.

e. A trial order and evaluation of performance.

All supplies and sub contracts are subject to the HiFlex Physio Procurement Procedure Plan providing full clarification of the type and extent of supply.

Should a supplier, not appearing on the Approved Suppliers List be proposed, they will be analysed by capability and subject to acceptance on the authority of the General Manager Finance.

13. Client Supplied Items

Goods received from Clients (i.e. free issue items or equipment being serviced) are always visually inspected at the receipt stage, with any un-declared non-conformance being immediately reported to the Client.

14. Process Control

All Programs are planned and undertaken is accordance with HiFlex Physio's procedures, and any specific documents agreed for individual contracts (e.g. contract specifications).

Work instructions are provided by the agreed contract specification and any documents referenced theein, alternatively work is perfomed in accordance with nationally accepted codes of practice.

15. Receiving Inspection

All Centres are maintained as secure as practical. All items received by HiFlex Physio are identified and verified in accordance with the requirements of the Procedure Planning Document, and are inspected for correct identity and any signs of damage.

All goods received are documented and , in the event of non-conformance, the items are placed in a reject area or labelled to ensure identification. The extent of the non-conformance is noted and subject to disposition review by General Manager Finance.

16. Inspection and Testing

Inspection and testing is carried out on completion of installation and maintenance of equipment, with results being documented. Should items not be acceptable against the agreed contract criteria they will eithe be repaired, replaced or identified for a subsequent evaluation and decision. All repaired items are subject to a re-inspection to ensure acceptibility.

On completion of installation and maintenance works, selected Clients are also invited to check the work performed to ensure full acceptability

17. Equipment

All equipment held is maintained in good condition, and capable of safe and effective operation within a specified tolerance of use.

18. Indication of Inspection Status

As goods are inspected, the status is defined by location is Centres, with all non-conforming items being placed in a reject area or marked as reject for review.

19. Non-Conforming Items, Preventive & Corrective Action

Once non-conforming items have been noticed they are identified by location, associated documents, or specific markings to prevent their inadvertent use. All non-conforming items and Client complaints are subject to review and rectification by nominated personnel. The type and extent of non-conformity is documented in order to establish trends and identify possible areas for improvement.

The corrective action required to prevent recurrence is evaluated, documented, and its effective implementation is monitored. All rectification is subsequently re-inspected to ensure complete Client satisfaction and safety.

All employee are encouraged to suggest improvements in methods, materials, suppliers, and sub-contractors. HiFlex Physio has established procedures for review of all activities in order to identify and evaluate all possible improvements in methods/equipment and its programs.

20. Handling, Storage, Packaging, Preservation & Delivery

The identification of equipment is confirmed by the presence of a description label and graphic instructions for use for each item. The identification of the item is on the item itself, and this identification remains in place for the life of the equipment.

All items with serial numbers are recorded individually.

Materials are goods received, whethe the property of HiFlex Physio or othes, will, as far as practicable, be protected and their quality preserved until such time as they are transferred to a Client, or disposed of to a third party. The objective is to prevent deterioration and damage while in storage, or in the process of transportation, installation, commisioning or maintenance.

21. Records

Storage facilities are allocated which ensure that all stored records are identifiable and retrievable, and the storage areas are free from damp and othe agents which could cause premature deterioration.

Where records are maintained on computer magnetic media, these are subject to ‘back-up’ at regular intervals, with the ‘back-up’ information being stored in a protected location to ensure security from loss/ damage of active data.

All records are retained for a minimum of 2 years before being scanned and uploaded to Head Office archives where they are retained in perpetuiy

22. Training

The policy of HiFlex Physio is to ensure that all personnel are trained and experienced to the extent necessary to undertake their assigned activites and responsibilities effectively. HiFlex Physio generally procure and recruits employees capable of meeting the technical, skill experience and educational requirements of HiFlex Physio’s activities.

All staff and senior employees are responsible for recommending the training needs of othes and for ensuring that all employees allocated specific tasks are suitably qualified and experienced to execute those tasks. Once training needs are identified these are provided undertake the responsibility of the General Manager Human Resources.

Full records are maintained of all training undertaken by employees.

23. On-Going Servicing

On-going service and maintenance contracts are offered to all clients, and these activities are controlled in the same manner as Process Control.