Quality Policy

HiFlex Physio

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

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

Achievement of this policy involves all staff, who are individually responsible for the quality of their work, resulting in a continually improving working environment for all. This policy is provided and explained to each employee by the Centre Manager or in the case of Head Office employment, the General 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 the HiFlex Physio's reputation with customers.

C. To ensure compliance with relevant statutory and safety requirements

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

1300 555 222

hiflexphysio.com.au

222 Wandoo St Brisbane 4000