



Quality Policy

Virtus Fertility Centre
Leading minds dedicated to your success

Philosophy

Virtus Fertility Centre Singapore (VFCS) recognises the need to deliver services to patients, referring doctors and all other customers at a consistently high level of quality that reliably meets and exceeds their expectations.

Obligations

The Board takes responsibility through the delegation of authority to the Managing Director for all aspects of the VFCS quality system. As the Quality Management System underpins all that VFCS do, the Board takes seriously its obligation to ensure that appropriate resources and funds are allocated to supporting the infrastructure required for a robust Quality Management Program and one that is embraced by all staff. Resources are identified and allocated through the annual strategic planning and budgeting process and are ultimately approved by the Board. The Managing Director will delegate authority for the implementation of the Quality Management Systems to the Quality Compliance and Risk Manager who will oversee the implementation and maintenance of the Program.

Objectives

VFCS strives to achieve its obligations through the following Quality Objectives:

- Understand and respond to the needs of patients, referring doctors and other customers;
- Provide written policies, procedures and instructions to ensure consistent systems of work across the organisation;
- Ensure compliance with legislative and regulatory requirements as well as current industry standards;
- Provide information, instruction, training and supervision to employees to ensure they are sufficiently skilled and resourced to perform their duties;
- Promote and nurture a culture of continual improvement across all levels of the workforce.

Responsibilities

Management accepts the responsibility to ensure that: -

- Quality is the responsibility of every staff member;
- There is a universal commitment to customer service and getting things right the first time;
- The Quality Management System is integral to the training and induction of new and existing staff at VFCS;
- The policy and procedural documentation of the Quality Management System is communicated, understood and adhered to by all staff in all aspects of the organisation operations;
- The effectiveness of the Quality Management System is measured periodically and responded to accordingly;
- VFCS's Quality Manual, Quality Policy and Quality Objectives are reviewed at least annually as part of the Business Planning activity and are based on the standards required in accordance with RTAC accreditation requirements and Ministry of Health Singapore Licensing Terms and Conditions.

Employees are to:

- Follow all policies and procedures of the Quality Management System;
- Ensure customer satisfaction at all times.

Application of the Policy

This policy is applicable to VFCS in all of its operations and functions.

The Quality Management System at VFCS has been developed by staff at all levels across the organisation and therefore represents the collective commitment of all staff to the Quality Objectives of VFCS. The Quality Management System is a living entity, constantly evolving, and in the VFCS culture of continuous improvement is subject to constant revision and renewal.

Date 1st July 2018

Signature _____

Title Managing Director