



QFG Quality Policy

The Queensland Fertility Group provides Assisted Reproductive Technology Services and is committed to developing a culture of excellence within the company with the intention that we deliver a quality of service that:

- Meets or exceeds the needs of the customers, treating Clinicians and interested parties that are within or relevant to the operation of the Quality Management System.
- Meets or satisfies the requirements of :-
 - The international quality management standard ISO 9001:2015.
 - The international laboratory standard ISO 15189 for the Diagnostic Andrology Laboratories.
 - Accreditation bodies such as RTAC, NATA and Global Mark.
 - Government regulatory bodies such as Medicare, TGA, DPI, AQIS and the Australian Customs Service.
- The leadership and staff actively participate in and contribute to strategies to reduce risk and seek out opportunities to introduce preventative actions such that QFG provides continuous improvement of overall product and service quality.
- Regularly reviews and assesses the effectiveness of our Quality Management System and implement improvements in keeping with our goal of continuous improvement
- 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
- Top management establishes documented Quality Objectives communicated to relevant individuals to focus the goals of the quality policy into plans for improvement. QFG strives to achieve its obligations through the following general 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