

Quality Improvement Policy

LINK Community Transport (LINK) is committed to continually improving the quality of its services, to be inclusive and responsive to customers, staff, volunteers, stakeholders, and the wider community. We have implemented a quality systems approach which includes the following elements: monitoring, assessment, action, evaluation and feedback.

Objectives

LINK aims to improve its processes and services to ensure they are of a high-quality standard to fully realise our goals and strategic outcomes of providing transport, and

- We encourage and recognise staff who implement evidence based best practice,
- We are committed to quality improvement that permeates all areas of our business, with all staff seeking ways to improve the quality of their own activities and areas of responsibility as well as the quality of the organisation.

Definitions

Quality is the extent to which the property of a service or product produces a desired outcome

Improving performance is the continuous study and adaptation of processes to achieve desired outcomes and meet the needs and expectations of members, customers, and stakeholders.

Accreditation is assessment by an external body or agency to determine the level of compliance with the agreed standards

Quality improvement is the process of continual review of the organisation, its structure and functions of governance, management, engagement and customers and other stakeholders and its service delivery.

Responsibilities

LINK is committed to involving staff, volunteers, customers and other stakeholders in its quality improvement activities, this includes:

- All staff and the Board of Directors are responsible for being aware of, implementing and maintaining the quality system as appropriate to their role and responsibilities.
- Adequate resources, tools and support are provided to staff, the Board of Directors and key stakeholders to fully engage in its quality improvement system and processes.
- Staff and the Board of Management are aware of and practice continuous quality improvement.

The quality improvement process and system is coordinated by the HSEQRC Coordinator through all staff and management participating in quality improvement practice including improving performance and complying with accreditation standards.



Rick Lawford
Chief Executive Officer, March 2017