

## **Thanet Health CIC – Quality Management System Scope**

Thanet Health Community Interest Company (THCIC) is a clinically-focused, member-led organisation with a clear vision to provide high quality healthcare services and improve resilience in primary care across Thanet.

The successful delivery of our vision is underpinned by listening to and working effectively with our members, commissioners, partners, patient and voluntary organisations, service users and residents on decision making and planning.

By working in partnership, we ensure the services provided meet the diverse needs of the Thanet population, and that patients are aware of how best to use these services, to deliver improved health and wellbeing outcomes.

A Quality Management System (QMS) has been established, the purpose of which is to ensure that the organisation satisfies or exceeds its customer's expectations and delivers products / services that meet all requirements.

### **Scope of Certification**

THCIC has established a Quality Management System (QMS) that meets all requirements of ISO 9001:2015. The QMS is applicable to:

- All healthcare related services delivered by the company
- All employees and contractors involved in the delivery of healthcare related services
- All sites worked at by company employees and contractors in the delivery of healthcare related services
- All plant, equipment and instrumentation used in the delivery of healthcare related services

The system is designed to be consistent with the context and strategic direction of the organisation and ensure compliance with:

- The requirements of ISO 9001:2015
- All legal, regulatory and customer requirements

The system is authorised and overseen by senior Management of the organisation. Support for its implementation, and compliance with its procedures and policies is a condition of employment for all employees.