



## **Quality policy statement**

Advanced Dental Anaesthesia Solutions (ADAS) was established to provide Mobile Anaesthesia to adult and paediatric patients.

Quality is important to our business because we value our customers as well as all other stakeholders. We strive to provide our customers with services which meet and exceed their expectations.

We are committed to continuous improvement and have established a Quality Management System which provides a framework for continuously measuring and improving quality performance.

We have the following policies and procedures in place to support us in our quality goals and align with our quality system:

- Regular gathering and monitoring of customer feedback
- A strict corrective and preventative action procedure
- Continuous training and development of employees, subcontractors, and sites
- Regular quality audits of our internal processes
- Measurable quality objectives which reflect our business aims
- Management reviews of audit results, customer feedback and complaints

Our internal procedures are reviewed regularly and are held in a Quality Manual which is made available to all employees on a shared database. This is also made available to all subcontractors on induction and when otherwise requested.

Management has ultimate responsibility for quality, but we ensure all employees understand their responsibilities within their own areas of work to help ensure that quality is embedded within the whole company.

Policy reviewed 22/05/2023

The next policy review date is 22/10/2024.

**Signed: Melissa Liapis**

**Dated: Monday 7 March 2022**