

CHM – Quality Policy – Occupational Health Services

CHM aims to ensure the reliable supply of our Occupational Health Services. To achieve this aim CHM will:

- Respect and comply with its product quality, Clinical and Operational Guidelines as set out by Senior Management and Contract Staff and conform to the relevant specifications and meet contractual and regulatory requirements.
- Focus on its customers by ensuring that its services meet or exceed the needs of customers.
- Achieve operational excellence through the development, implementation and continual improvement of effective management systems integrating quality, environment, health and safety activities.
- Seek relevant certification of its management systems where appropriate to the requirements of the International Quality Standard ISO 9001:2015 or other applicable standards. Continually audit, control and regularly review its management systems, to ensure they are relevant and contribute to the efficient and reliable operation of the business.
- Integrate quality objectives into its business plans by ensuring that individual business units include quality objectives in their business plans to facilitate the meeting of this policy.
- Hold employees accountable for maintaining the quality of work in their area and carrying out their duties in accordance with this policy.



Michael Lotherington
Chief Executive Officer

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