



FS 668607



Quality Policy

Diabetes WA provides quality programs and services to people living with diabetes and related chronic conditions and those at risk of diabetes. Those programs and services are essential for the management, or prevention, of diabetes and related chronic conditions. Our programs and services are evidence-based and focus on empowering people to take control of their health. Our support extends to families and carers and the training of other health professionals.

Diabetes WA's programs and services are empowering, as they allow people to take control of their health. Diabetes WA has committed to only provide programs and services that are proven to be effective. This means Diabetes WA will only offer quality to our customers and consumers.

Diabetes WA will ensure quality to our consumers by adopting a Quality Management System throughout our organisation that complies with ISO 9001-2015, Quality Management Systems – Requirements. Specifically, we will:

- Ensure all programs and services offered have an evaluation plan, including clear and measurable objectives;
- Comply with all relevant legislation and regulations;
- Use consumer feedback and evaluation outcomes in a continuous quality improvement cycle;
- Incorporate continuous improvement in everyday activities to improve our organisation for the benefit of our employees and consumers;
- Ensure all employees throughout the organisation are aware and understand how they contribute to the Quality Management System;
- Promote the value of monitoring, audit and review throughout the organisation using a circular Plan Do Check Act approach; and
- Celebrate the quality improvements we make.