

Quality Policy

MISSION

The circuit has as its goal the creation of a large company able to meet the needs of health and well-being of the citizen. With continuous innovations and expansions, the group is gradually completing its range of services with an orientation that is always attentive to the professionalism and the to the satisfaction of the User.

VISION

The company aims to achieve excellence in health care through the involvement of medical paramedical personnel, through an update of all the methods aimed at the continuous improvement of the service provided to the customer for his satisfaction.

GOALS

The General Management aims to ensure :

- A high quality and "unicum" service from the health point of view
- A wide range of services to be offered to the customer
- Timeliness in provision of the services
- Compliance with the requirements set out in the Service Charter
- Continuous improvement of the service.

To achieve these goals, the Management has defined useful operating modes, timing, responsibilities and resources. Therefore, the General Management aims to promote, develop and support the following activities affecting the quality of the service and that are carried out in accordance with the requirements of UNI EN ISO 9001: 2008:

- Obtaining / maintaining the certification of quality and of the institutional accreditation.
- Clarification of the customer needs by means of proper questionnaires and analysis of complaints
- Selection of the personnel according to documented and proven qualification and professionalism
- Identification of equipment, materials, resources and personnel capabilities necessary to achieve the required quality
- Checking of the effectiveness of the service through appropriate performance indicators
- Implementation of preventive and control actions to avoid customer dissatisfaction
- Continuous monitoring of services and achieved results to identify opportunities for improvement
- Creation of a collective commitment to quality through the involvement of the whole staff
- Reduction of the performance costs and of the level of service required to improve the efficiency
- Creation of both internal and external appropriate channels of information

All employees and managers of the Operating Unit shall be informed of the goals in terms of quality and actively contribute to the achievement of them through sharing and involvement.

The approach chosen by the General Management is based on achieving organizational effectiveness through the management of the respective Operating Units as a single process and not separated from one another, eliminating downtimes and wastage of time and guaranteeing greater availability and flexibility to the customer. To this purpose, the General Management has defined the operating procedures for managing the processes common to the Operating Units.

Bologna, 07/01/2013

The General Management