



Continuous Quality Improvement Policy

1. Purpose

Sprout Psychology Centre is committed to operating efficiently and effectively in order to meet the needs of clients and stakeholders. Continuous improvement in all activities is vital for the organisation's continued success. The Organisation undertakes ongoing quality control and evaluation of all its operations to ensure maintenance of standards appropriate to the expectations of the community, stakeholders, government and funding bodies. The implementation of this continuous improvement also provides a framework for the organisation's quality management system.

2. Policy

This policy is part of Sprout Psychology Centre's continuous improvement processes to deliver business services and products. The effectiveness of the business system is continually monitored for the purpose of identifying and implementing improvements.

Sprout Psychology Centre is committed to:

- maintaining a quality management system, complying with its requirements and continually improving its effectiveness,
- working toward improving participant satisfaction and business performance,
- developing and maintaining business documentation that communicates the required standard of output from its key business processes,
- continuous improvement and through strong leadership, the active participation of all management and staff in the improvement process,
- conducting quarterly internal audits to address policy compliance and make appropriate changes to policy in line with business changes
- conducting annual reviews of the quality management system to ensure its continuing stability and effectiveness, and
- recognising potential contributions of external providers

All staff play an important role in the continuous improvement of Sprout Psychology Centre. Staff feedback and actions are vital to ensuring the organisation's ongoing success. The quality management system is based on adherence to the following principles:

- a commitment by all staff to continuous improvement of processes, programs, products and services
- input and involvement of all staff in identifying and implementing quality improvements, and
- systematic use of quantitative feedback as the basis for identifying and prioritising improvement opportunities.

