



**CONTINUOUS IMPROVEMENT POLICY**

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# **CONTINUOUS IMPROVEMENT POLICY**

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## 1 Purpose

This policy provides details of Health Dynamics Pty Ltd T/A Vibe Natural Health approach to continuous improvement in its business processes and practices in order to drive organizational excellence and provide stakeholder satisfaction.

## 2 Scope

All staff, whether permanent or casual, contractors, volunteers or business partners, are responsible for monitoring how well Health Dynamics Pty Ltd T/A Vibe Natural Health services and supports are working.

## 3 Policy statement

Health Dynamics Pty Ltd T/A Vibe Natural Health is committed to continuous service improvement. Continuous improvement requires a deliberate and sustained effort and a learning culture. It is results-driven with a focus not only on strengthening service delivery but also on individual outcomes.

This policy guides the design and delivery of services and ensures Health Dynamics Pty Ltd T/A Vibe Natural Health maintains high standards, improves systems and processes, adapts to changing needs and demonstrates organizational improvement

## 4 Principles

Continuous improvement is at the core of the management strategy of Health Dynamics Pty Ltd T/A Vibe Natural Health and covers all aspects of the operations. Continuous improvement activities drive organizational excellence to improve value delivery to all Health Dynamics Pty Ltd T/A Vibe Natural Health stakeholders including participants, customers, employees, partners and society, thereby increasing the probability of long term success as an organization.

By implementing a culture of continuous improvement, Health Dynamics Pty Ltd T/A Vibe Natural Health will:

- Focus on understanding and satisfying the customer
- Regularly review approaches and methods with improvement cycles and conclusions implemented
- Benchmark and regularly measure the performance of key processes
- Manage business using facts rather than opinion
- Maintain a culture of clear, open communication



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- A learning culture of quality of the organization ensures all staff, regardless of their role, contribute to service quality and quality management.
- Planning, resource allocation, risk management and reporting are critical for continuous improvement and part of an integrated approach that supports Health Dynamics Pty Ltd T/A Vibe Natural Health mission and vision.
- Health Dynamics Pty Ltd T/A Vibe Natural Health is committed to innovation, high quality, continuous improvement, contemporary best practice and effectiveness in the provision of supports to people
- Work to reduce cycle-time in all aspects of the business
- Promote active teamwork as a normal way of achieving outcomes
- Recognize and promote improvement efforts
- Develop a culture wherein continuous improvement involves everyone and the process of change becomes routine; and
- Develops and values key partnerships with Participants, customers and other stakeholders.

### 5 Analysis of Data

Health Dynamics Pty Ltd T/A Vibe Natural Health collects and analyzes appropriate data of each department to monitor the performance of processes. This data also highlights the potential sources of non-conformities and gives a direction to improve the performance of processes and to eliminate the causes of potential nonconformities. It includes the data generated by follow sources;

- Review of Company Objectives
- Trend of Non-Conformances
- Results of Internal Audit Findings
- Document Changes
- Management Review Meeting
- Timely availability of Purchased Items/Services



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- Customer Feedback Data
- Customer Complaints
- Other data related to the performance of Trainings

Results of Data Analysis are discussed and reviewed in Management Reviews.

### 6 Management Review Meeting

Management Review Meetings (MRM) are conducted on a quarterly basis and all the issues and data related to Management Systems are discussed and improvements are observed. Appropriate actions are taken on the mutual consent of top management and concerned departments. Follow-up of the actions are reviewed as per the relevant target dates and it is ensured that actions are taken without any undue delay. The results are discussed in the next consecutive MRM to monitor the effectiveness of that action.

### 7 Corrective and Preventive Actions

Corrective Actions are taken to eliminate the causes of recurrence of non-conformances. Preventive Actions Are Proactive actions taken to avoid the occurrence of non-conformances. The objective of both actions is to avoid the non-conformances in future which in turn ensure the effective implementation of Management System at hand and in future thus directing to persistent progress.