

# Support available to develop your Quality Management System

All ADHC funded service providers will be required to implement a quality management system in order to pass accreditation against the NSW Disability Standards.

ON-Q Human Resources is an ISO9001 (Quality Management) certified company (since 2002) and has a great deal of experience in developing and maintaining a Quality Management System for Disability Services.

We are now providing consultancy services to other organisations to support them to develop their Quality systems and pass this component of the accreditation.

Our experienced Quality Manager can meet with you or your staff to provide advice and support in areas including:

- √ **Assessment & gap analysis of your current systems**
- √ **Developing Quality policies, processes and procedures**
- √ **Conduct an audit of your quality system prior to your verification audit.**
- √ **Implement a customer feedback process**
- √ **Train your staff to develop and maintain your Quality Management systems**
- √ **Implementing KPIs to monitor quality improvements to services**
- √ **Developing continuous improvement processes.**

If you would like to find out more about how ON-Q can help your business, contact 1800 761 561 or email [Sebastian.Crangle@onqhr.com.au](mailto:Sebastian.Crangle@onqhr.com.au)

*ON-Q Human Resources is a premium provider of specialised employment solutions to the local community with over 22 years experience.*

**1800 761 561**

**info@onqhr.com.au    www.onqhr.com.au**



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