

Sonic Nurse Connect has established quality objectives at all relevant levels, functions and processes within the organisation. Key quality objectives include:

- **Maintain compliance with applicable statutory obligations, Healthcare Standards, and Codes of Practice, relevant to the services provided**
  - Certification to ISO 9001:2015
- **Control of CARs**
  - 85% CAR items closed within due date
- **Audit Status**
  - Critical Audit Findings below target level of zero
  - Annual Audit Schedule met or exceeded
- **Adverse Event Reporting**
  - Late Adverse Event Reporting maintained below target level of <1.5%
- **Customer Engagement**
  - Customer complaints below target level of <0.5%
  - Annual customer engagement plan met or exceeded
  - Undertake annual patient/client surveys and publish to interested parties
- **Competence**
  - All employees/contractors are appropriately credentialed for the activities they undertake
  - 85% of training complete for each training module by the due date and 100% of training to be completed one month following the due date
  - 100% of relevant training completed prior to new employee/contractor commencing work
- **Collaboration with Interested Parties**
  - Documented regular reviews within agreed timeframes
  - Act on results or findings as necessary
- **QMS Documentation**
  - 85% of documents reviewed by the scheduled review date