

Lifescreen and Sonic Nurse Connect have 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**
 - For Sonic Nurse Connect this includes certification to ISO 9001:2015 and accreditation to National Safety and Quality Health Standards (NSQHS).
- **Control of CARs**
 - 85% CAR items closed within due date above target level
- **Audit Status**
 - Critical Audit Findings below target level
 - Annual Audit Schedule met or exceeded
- **Adverse Event Reporting**
 - Late Adverse Event Reporting maintained below target level
- **Customer Engagement**
 - Customer complaints below target level
 - 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 against matrix at any one time
 - 100% of relevant training completed prior to new employee/contractor commences work
- **Collaboration with Interested Parties**
 - Documented regular reviews within agreed timeframes
 - Act on results or findings as necessary
- **QMS Documentation**
 - 85% of documents reviewed post-scheduled review date