

Quality Policy

Hive OH & Wellness is a customer focused premier occupational health provider, that uses a team approach to provide an efficient high quality occupational health services with an emphasis on satisfying and exceeding their expectations and requirements.

We aim to achieve customer expectations through the operation of a fully implemented Quality Management System which fully embraces a business process approach from the instant a customer makes an initial enquiry, until delivery of the appropriate service, and beyond in compliance with the requirements of ISO 9001:2015.

Management and staff are totally committed to customer satisfaction and our objectives are to provide them with:

- Competent Occupational health advice and services which fulfil their specified intended requirements and are fit for purpose.
- In addition, we will constantly monitor the Health Care Industry, the NHS, the HSE, and our customer's requirements to ensure that their needs and expectations are reflected in our quality system.

Hive OH & Wellness' senior management within the company will set and monitor quality targets and objectives with the aim of consistent levels of quality and continual improvement to the whole of the Quality Management System. They will ensure that this policy is communicated to all staff and is made available to all interested parties.

This policy will be reviewed at least annually at management review to ensure service delivery effectiveness and the continual improvement of our QMS system and services.

Signed  Dated Jan 2, 2021

Maureen Mkanza

Managing Director

Hive Occupational Health & Wellness