

Quality Assurance Elements

We at [company name] agree to adhere and commit to the following steps:

- Step 1 Create a folder to organize all quality assurance records and update it regularly.
- Step 2 Develop a “Code of Quality” for entire company.
- Step 3 Identify your risk of poor quality and vulnerable areas.
- Step 4 Establish a clear and convenient way for patients to report dissatisfaction and poor quality issues.
- Step 5 Conduct training sessions on quality assurance and patient satisfaction.
- Step 6 Monitor and audit quality with your “Code of quality.”
- Step 7 Establish a standardized disciplinary procedure for violators.
- Step 8 Train managers and officers to enforce your “Code of quality” in a responsible and professional way.

Initials _____