

<b>Program</b>	<b>Benefits to Organisation</b>	<b>External Recognition</b>
<b>AS/NZS ISO 9001:2015 Quality Management System- Requirements</b>	<p>Premier quality program.</p> <p>Designed to improve organisational performance and customer satisfaction in services and products.</p> <p>A Management System.</p>	<p>Worldwide all Sectors – Healthcare, community services, manufacturing, service provision, automotive etc.</p> <p>Seen as a mark of the Organisation’s maturity. Often called up in tenders as a pre-requisite.</p>
<b>Healthcare &amp; Community Services specific standards.</b>	<p>Quality Improvement Council Standards. (QIC)</p> <p>Australian Service Excellence Standards. (ASES)</p> <p>Community Care Common Standards</p> <p>National Quality &amp; Safety Healthcare Standards</p>	<p>All sectors - mainly used in Australia</p> <p>All sectors - mainly used in Sth. Aust.</p> <p>HACC &amp; Aged Care sector</p> <p>Hospitals and Day Surgeries</p>
<b>AS/NZS 4801:2001 OHS management systems.</b>	<p>A Safety Management System.</p> <p>Helps protect the Organisation and Directors from financial risk related to serious injury to personnel.</p>	<p>Often called up in tenders as a pre-requisite.</p> <p>Seen as a mark of the Organisation’s commitment to safety.</p>
<b>Integrated Management System, for small to medium organisations. (Quality Safety Environmental)</b>	<p>Basic program designed to introduce the organisation to the concept of formal quality safety &amp; environmental management systems.</p> <p>May be a stepping stone to certification to the higher level programs.</p>	<p>Particular application to small to medium businesses/organisations.</p> <p>Assists the Organisation in meeting contract/tender requirements.</p>
<b>Quality for Small Business</b>	<p>Designed to introduce the organisation to the concept of a formal management system in quality. Stepping stone to certification to ISO 9001 or other quality standards.</p> <p>Assists the Organisation in developing systems for continual improvement.</p>	<p>Particular application to small businesses/organisations or start up businesses.</p>
<b>South Australia Safety Compliance</b>	<p>Basic Safety Management System.</p> <p>Assists the Organisation to meet Legislative requirements.</p>	<p>Enables compliance to the Workplace Health &amp; Safety Legislation 2012.</p>
<b>OTHER SERVICES</b>	<ul style="list-style-type: none"> <li>• Risk Management Program</li> <li>• Internal Auditing/Self-assessments.</li> <li>• Policy &amp; Procedure review / development.</li> <li>• Tender &amp; grant applications</li> <li>• Strategic &amp; Business Plans.</li> <li>• Staff training/Team Development.</li> <li>• Executive Coaching Program</li> </ul>	

**Biographical Information:**

Erika Anear is a management systems consultant working with small to medium organisations in the areas of quality, safety and organisational improvement. She is a qualified trainer, coach and social worker. She has worked with a variety of industries including non-government and not for profit organisations.

She is passionate about organisational efficiency and effectiveness that minimises paperwork and maximises services to clients.



**c Ideas** - Effective Management Solutions

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