

Quality Assurance Policy

The staff of Thornhill Dental Surgery are committed to providing their patients with a service which is consistent, effective and meets the patient's requirements. This commitment to quality encompasses all activities which have an effect on the quality of the service provided.

To meet the commitments of this policy, the practice will implement procedures, in accordance with ISO 9000, in order to:

- ensure the policy and quality system documentation is understood, implemented and maintained at all levels within the practice,
- ensure staff receive the necessary training to meet the quality objectives,
- identify, record and report any non-conformances and take the necessary corrective and preventive action,
- ensure patient and practice requirements are met.

Thornhill Dental Surgery is also committed to constantly striving to improve the quality of the service offered.

This policy is fully authorised and the responsibility for its implementation has been delegated to the Sandeep Khanna BDS.