

Quality Policy

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Created by:	Dr John Harriott
Approved by:	
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Change history

Date	Version	Created by	Description of change
30.08.2022	1.0	John Harriott	Original document created

The basic orientation of the HWFMU IVF-Jamaica is to provide the excellent customer service to our valued clients seeking and supporting services in assisted conception. It is the primary aim of IVF-Jamaica to be recognized for quality services in all process-based areas of In Vitro Fertilization (IVF) including customer service, clinical and laboratory aspects inclusive of andrology, oncofertility, donor gametes and fertility preservation.

This will be achieved through:

- Establishing, implementing, maintaining and continual improvement of effectiveness of Quality Management System
- Consideration of purpose and context of the organization and aligning the Quality Management System with the strategic direction of HWFMU IVF-Jamaica
- Continual enhancement of customers' satisfaction
- Satisfying customer and applicable statutory and regulatory requirements
- Management of organization, along with employee-established quality objectives and defined responsibilities for their fulfillment
- Tracking and applying new technologies and educating employees
- Careful selection of suppliers
- Commitment to increase quality of service in order to exceed customers' expectations
- Making continual improvements a part of every day and every job
- Ensuring that our Policy and Procedure Manuals reflect what we actually do
- Understanding how our jobs fit into the overall flow of work at the HWFMU.
- Guarantee staff professional development
- Continually improving the Quality Management System in all stages.

The framework for setting quality objectives is defined in the Quality Manual.

The Director is responsible for communicating the Quality Policy to all persons working for or on behalf of the organization and making it available to the public.

Dr John A. Harriott
Director, HWF MU