

# iRSM Quality Policy

FOR INTERFACE BIOTECHNOLOGY REHABILITATION CARE

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**iRSM's Quality Policy is to provide patient focused, quality driven care by fully integrating clinical service, teaching, discovery and innovation.**

We pledge this to our patients by:

- Developing iRSM for Albertans and Canadians as the leading international centre for care, discovery and innovation in interfacial biotechnologies in reconstructive sciences
- Applying the ISO 9001 Standard quality management system to ensure patient focused care and research
- Working to meet or exceed our patient's clinical needs and our research requirements
- Maintaining a culture of continual improvement and teamwork
- Continually improving our care and research by measuring what we do, analyzing what we have done and then responding to what we have found
- Using the Quality System to:
  - Monitor and improve access to care
  - Be responsible stewards of the resources available to iRSM
- Working with iRSM partner organizations to provide resources required to deliver appropriate and timely care
- Being responsible to and protecting the environment.

