

## The ISO management principles

Being ISO 9001:2000 registered allows us to incorporate eight important quality management principles into our day-to-day business:

**Customer focus** – all processes and services are planned around meeting clients' needs and ensuring satisfaction.

**Leadership** – senior management leads the development of the quality process and a culture of quality, which are supported by a clear Vision, Mission and Values.

**Involvement of people** – all employees are involved in process improvement and encouraged to take ownership of problems and solutions.

**Process approach** – written policies and procedures are used to ensure consistent service delivery.

**System approach to management** – departmental processes are managed as a system and aligned with quality objectives.

**Continuous improvement** – key performance indicators are constantly monitored and used to drive process and service improvements.

**Factual approach to decision making** – process and service improvement decisions are based on the analysis of concrete data and information.

**Mutually beneficial supplier relationships** – supplier relationships are managed in an open, respectful manner to ensure that clients receive the best possible service.



*Better care for a better life*

## Why choose Bayshore Home Health?

Bayshore Home Health has been enhancing the quality of life, dignity and independence of Canadians in their homes since 1966. Offering a wide range of personal and community health care services through offices across Canada, we strive to make a difference in our clients' lives – *every visit, every time.*

For more information about our services, please call your local Bayshore Home Health office or visit our website at [www.bayshore.ca](http://www.bayshore.ca)

Committed to  
international  
quality standards

under the ISO 9001:2000  
Quality Management System



## Better care for a better life

At Bayshore Home Health, we strive to make a difference in our clients' lives – *every visit, every time*. To support our commitment to quality care and service delivery we are a registered company of ISO 9001:2000 – an internationally-recognized quality management system.

**ISO** | Quality  
9001:2000 | Management  
System  
*Registered Company*

In qualifying for the ISO 9001:2000 designation, we have shown that we follow stringent quality standards in the areas of customer satisfaction, service delivery and continuous improvement in how we care for our clients.

Being an ISO 9001:2000 registered company also means that we use well-established processes to guide how we deal with clients and manage our daily business. These processes help keep our clients satisfied and at the forefront of everything we do.



## What does being ISO registered mean to our clients?

We are proud to be ISO 9001:2000 registered and believe that having this quality management system in place tells clients they can trust Bayshore Home Health to deliver the highest level of service. Specifically, it means they can count on the following:

### Superior customer satisfaction

Our priority is customer satisfaction and it shows in how we service our clients, and how we monitor and ensure that their expectations are being met. We have specific policies in place for measuring customer satisfaction and acting on the results.

### Consistent, quality service

We have standardized policies and procedures in place that ensure the delivery of consistent, quality care no matter where our clients live in Canada or what kind of care they need.

### Dedicated staff committed to quality care

Each one of our caregivers and branch staff takes responsibility for meeting our high quality standards. They are trained and supported to share knowledge across all departments, and take ownership of problems to find solutions for their clients.



### Continuous improvement of our services

We strive for continuous improvement of our services at all times. We do this by putting processes in place to help us identify and correct errors quickly, while learning how to improve our procedures. Our ISO 9001:2000 management system also helps us to monitor and manage client information effectively, so we can continually improve the care we deliver.

### Ongoing testing and enhancement of service standards

We take our ISO 9001:2000 registration very seriously and strive to maintain our high quality service standards by conducting regular internal and third-party audits throughout the year. We put our own standards to the test, constantly re-examining ways to improve our internal processes and the quality of our service delivery.