

ISO 9001:2015  
Certified Company



Our commitment  
to international  
quality standards

*Bayshore*<sup>®</sup>  
HealthCare

**ISO**  
9001:2015

Quality  
Management  
System

*Certified Company*

At Bayshore HealthCare, we strive to make a difference in our clients' lives. To support our commitment to quality care and service delivery, we are a certified company of ISO 9001:2015 – an internationally-recognized quality management system.

In qualifying for the ISO 9001:2015 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 9001:2015 certified 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 9001:2015 certified mean to our clients?

We are proud to be ISO 9001:2015 certified and believe that having this quality management system in place tells clients they can trust Bayshore HealthCare to deliver the highest level of service. Specifically, it means we incorporate eight important quality management principles into our day-to-day business:

- Customer focus
- Leadership
- Involvement of all employees
- Process approach including written policies and procedures
- System approach to management with quality objectives
- Continuous improvement through constantly monitored indicators
- Factual approach to decision making
- Mutually beneficial supplier relationships



## Better care for a better life

Bayshore HealthCare is a leading provider of home and community health care services. As a Canadian-owned company, Bayshore has been enhancing the quality of life, well-being, dignity and independence of Canadians since 1966. With offices across Canada, we strive to make a difference in our clients' lives – *every visit, every time.*

For more information about our services, please visit our website.

[www.bayshore.ca](http://www.bayshore.ca)

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BEST PRACTICE  
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CANADA

ORGANISME  
VEDETTE EN PRATIQUES  
EXEMPLAIRES

ISO | Quality  
9001:2015 | Management  
System

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