



PLEASANT MANOR AND TABOR MANOR
serving seniors with excellence, love and dignity



MANUAL: OPERATIONS

SUBJECT: COMMITMENT TO QUALITY

APPROVAL:

NUMBER:

DISTRIBUTION: ALL DEPARTMENTS

DATE: MARCH 2013

COMMITMENT TO QUALITY STATEMENT

The aim of Pleasant Manor and Tabor Manor is to succeed in business by providing the highest possible quality service to senior citizens living within the homes and to be seen as a leader in the long term care and community support services sector.

The mission of the homes is to provide with excellence, love and dignity a full continuum of affordable housing and services to seniors. We support the Mennonite constituency and others who wish to live in a community of Christian faith.

This will be achieved by means of providing a framework for monitoring effectiveness, suitability and continuous improvement of the overall Quality Management System through internal audits and on-going reviews of the company's policies, manuals, procedures, objectives and customer feedback from residents, tenants, employees and volunteers.

Our Aims and Goals are to:

- Build on our reputation of quality and commitment with the goal of exceeding both our internal and external customer requirements and expectations.
- Apply "best practice" principles and practices as a business objective.
- Provide our staff with the contemporary training experiences that will help them excel in their respective roles
- Provide competent and sufficient resources to meet intended needs in a timely manner and to promote continuous quality improvement within the organization.
- To deliver a polite, efficient and professional level of customer service that meets the requirement of business, both timely and cost effectively.

We are totally committed to maintaining a quality management system and it is mandatory that all employees accept this responsibility and comply with the specified system requirements. For more information, please refer to our "Quality Management System" policy, located in the Operations Manual.

Our commitment to quality is communicated to all employees through the homes' orientation program, individual distribution, and it is emphasized during internal employee training programs and the performance evaluation program.

Our commitment to quality will be continuously maintained to ensure continuous improvement, particularly as the business evolves.

To ensure this, the commitment to quality statement and its implementation will be reviewed regularly and amended as necessary.

CROSS REFERENCE

- Quality Management System, located in Operations Manual

Reviewed: June 2017

