**The Company Name Quality Management System relates to the management and provision of services delivered from the following service locations:**

* Insert details

**Services provided from these locations include:**

* Insert details

**Not Applicable ISO 9001 Requirements**

ISO 9001 QMS Requirements clauses not applicable to the scope:

* + 8.3 Design and Development of Products and Services (incorporating subclauses 8.3.1 to
	+ 8.3.6), as Company Name does not develop products or services.

The following table outlines the scope of the Logiqc Quality Management System (LogiqcQMS) for each register activated in the system.

| LogiqcQMS register |  Business objective | Key features | Scope |
| --- | --- | --- | --- |
| **Registers to support the Governance Framework** |
| Accreditation Register | Monitor and manage the organisation’s preparation for external accreditation / certification requirements  | Key features:* register for all accreditation / certification standards
* supports a self-assessment and gap analysis against standards
* maintains a quality action plan listing tasks required to meet accreditation requirements
* supports monitoring of performance against standards
* prepares the evidence reports for internal and external audits
* includes two (2) ‘read only’ User License for External Auditors

Note: can be configured to generate evidence reports for over 50 health and related industry standards (Australia and New Zealand). | The Accreditation Register will be used to support the organisation’s preparation for external certification / accreditation audits. We will use the Accreditation Register to generate evidence reports for the external auditor to order to substantiate compliance with industry standards. |
| Asset Register | Maximize asset lifecycle value while minimizing risk and improving safety. integrate asset management and maintenance with other critical business systems, such as management of repairs, incidents, contracts, suppliers, and documents.  | Key features:* register of approved assets
* maintains a full description of each asset
* access managed through permission-based user access
* track assets that have been allocated to personnel and external contractors
* provides 360-degree view of related maintenance, documentation, faults, suppliers and more
* maintains related records
* workflow supports approval and ongoing review of assets
* sends reminders for asset review tasks
* enables assets to be linked as evidence to accreditation standards and provided to external auditor
 | The asset register will be used to manage the asset lifecycle of the following asset types:* Equipment
* Plant
* Vehicle
* Clinical assets
* Machinery
* IT Assets
* Property
 |
| Contracts Register | Manage contractual relationships and associated compliance requirements.   | Contract Register* register of approved contracts
* access managed through permission-based user access
* upload or link contracts in any format
* provides central access to contracts to authorised staff
* maintains related records
* workflow supports approval and ongoing review and renewal
* sends reminders for contract review tasks
* supports archiving of previous approved versions
* enables contracts to be linked to related compliance tasks
* enables contracts to be linked as evidence to accreditation standards and provided to external auditor

Contract Workflow Builder* extends workflow to manage the various stages in the contract management process
* supports pre-populated instructions fields for each stage
 | The Contracts Register will be used to manage any document that has a specified expiry date, which will include:* Funding agreements
* Employment agreements
* Insurance policies
* MOU / partnership agreements
* Service Level Agreements (SLA)
* Warranty agreements
* Supplier Agreements
* Contractor Agreements
* Lease Agreements
 |
| Documents Register | Ensure staff have access to the latest approved versions of the organisation’s policies, procedures, and other documents. | Key features* register of approved documents
* access managed through permission-based user access
* upload or link documents in any format
* provides central access to documents for all staff
* workflow supports approval and ongoing review of documents
* sends reminders for document review tasks
* supports archiving of previous approved versions
* enables documents to be linked as evidence to accreditation standards and provided to external auditor
 | The Documents Register will be used to manage all documents developed to articulate or guide the organisation’s behaviour and will include:* Policies, procedures, protocols, work instructions, relating to:
* Governance
* Corporate services
* Operational management
* Service provision
* Forms, templates, check sheets and audit tools
* Resource links from external agencies (i.e., ATO
* External guidelines, training resources, Standards
* Internal signage
 |
| Risk Register  | Identify, assess, rate, treat and review critical risks | Key features* register of approved risks, real and potential
* supports full description of risk
* access managed through permission-based user access
* links items in the QMS that control and /or mitigate the risk to the identified risk
* supports rating risks: uncontrolled, controlled, target
* supports allocation of risk treatment and risk mitigation tasks
* enables risk threshold / appetite to be set
* tracks and reports on occurrences of risk across the organisation
* prompts risk review based on specified date and/or if the risk threshold is breached
* workflow supports approval and ongoing review of risks
* sends reminders for risk review tasks
* generates a risk management plan for each risk detailing:
* status of risk controls
* status of risk exposure
* status of risk mitigation strategies
* enables identified risks to be linked as evidence to accreditation standards and provided to external auditor
 | The Risk Register, which aligns with the requirements of ***ISO 31000 Risk Management – Guidelines***will be used to track the organisation’s exposure to identified risks, real and perceived, that have the potential to impact on the organisation’s objectives or reputation of the organisation. The scope of risk register will include risks associated with the following business areas:* Corporate services
* Operational management
* Governance
* Service provisions
* Work health and safety
 |
| Suppliers Register | Ensure suppliers are providing the highest quality services.  | Key features* register of approved suppliers / contractors
* access managed through permission-based user access
* integrates performance criteria into the review form
* workflow supports approval and ongoing review of suppliers
* sends reminders for supplier review tasks
* maintains related records
* tracks performance issues through the ‘related item’ functionality
* enables supplier reviews to be linked as evidence to accreditation standards and provided to external auditor
 | The Suppliers Register will be used to manage those suppliers that the organisation may purchase goods and services from that have the potential to affect the quality of services to our clients and therefore have a bearing, direct or indirect, on customer outcomes. Suppliers will include:* Employment/locum agencies
* Other health service providers / subcontractors who provide services on our behalf
* Suppliers of medical consumables and equipment
* ICT providers
* Catering services that provide food services for our clients
* Suppliers and contractors who provide cleaning, maintenance, and calibration services
 |

**Registers to support task management**

| LogiqcQMS register |  Business objective | Key features | Scope |
| --- | --- | --- | --- |
| Audit Register | Monitor and evaluate the performance of critical systems and processes. | Key features* register of internal and external audits
* access managed through permission-based user access
* schedules audits
* provides instructions for conducting audits
* enables audit tools / templates to be linked to the audit task
* workflow supports delegation and approval of audits
* sends reminders for audit tasks
* maintains audit reports with authorised access
* supports integration with the improvement register
* enables audits to be linked as evidence to accreditation standards and provided to external auditor
 | The Audit Register will be used to manage our audit program to support the coordination of both internal and external audits. The scope of our audit program, will include the following types of audits:* Compliance audits e.g., HR File audit, complaints management audit
* Performance audits, e.g., program evaluations, measurement against the organisation performance objectives, KPIs
* Inspections of critical equipment, including calibration and validation processes
* Workplace health and safety audits
 |
| Compliance Register | Ensure critical activities are undertaken to meet compliance obligations. | Key features* register of compliance requirements
* access managed through permission-based user access
* schedules once-off or recurring compliance tasks
* workflow supports delegation and approval of compliance tasks
* sends reminders for compliance tasks
* provides instructions for completing compliance tasks
* maintains related reports and evidence of task completion
* enables contracts and other related documents to be linked to compliance tasks
* enables compliance tasks to be linked as evidence to accreditation standards and provided to external auditor
 | The Compliance Register will be used to delegate tasks that our organisation is required to undertake to meet the following requirements:* Contractual requirements
* Legislative / regulatory requirements
* Warranty requirements
* Lease agreement requirements
* MOU / partnership agreements requirements
* Accreditation Standards
* As well as our own policies and procedures

***Note:*** *Where compliance requirements relate to audits, registration and other license checks for individuals (staff as well as external consultants); and training then these tasks are to be scheduled on the respective specialised registers: audit, licensing, training.*  |
| Maintenance Register | Improve safety across the organisation by ensuring compliance with maintenance schedules and centralised reporting of faults and repairs. | Key Features* register of the predictive maintenance for all equipment
* access managed through permission-based user access
* schedules once-off or recurring servicing requirements
* workflow supports delegation and approval of maintenance tasks
* sends reminders for maintenance tasks
* provides instructions for completing maintenance tasks
* maintains related reports and evidence of task completion
* enables related assets to be linked to maintenance tasks
* enables assets and related documents to be linked to maintenance tasks
* enables maintenance tasks to be linked as evidence to accreditation standards and provided to external auditor
 | The Maintenance Register will be used to schedule the following maintenance and servicing:* Calibration and validation of equipment
* Servicing of equipment and other assets
* Inspection and preventative maintenance
 |

**Registers to support people management tasks**

| LogiqcQMS register |  Business objective | Key features | Scope |
| --- | --- | --- | --- |
| Licensing Register | Ensure staff, supplier and contractor credentials are checked as required. | Key features* register of staff licensing and credential checks for staff and external service providers
* access managed through permission-based user access
* schedules once-off or recurring licensing checks
* workflow supports delegation and approval of licence checks
* sends reminders for licensing checks
* provides instructions for completing licensing checks
* maintains certificates and other records as evidence of completion of licensing check
* enables licence checks to be linked as evidence to accreditation standards and provided to external auditor
 | The Licensing Register will be used to manage compliance requirements relating to license checks of staff and other individuals, including external service providers and credentialing checks, for example:* APHRA / APC / other professional registration checks
* Medical insurance/indemnity relating to an individual
* National Police Check
* Working with Children Check
* NDIS Worker Screening Check
* Working with Vulnerable people check
* Driver license checks

***Note:*** *It is recommended that these tasks are assigned to the ‘person’ not the ‘position’, when scheduling the task as this will ensure they stay with the ‘person’ as the respective staff member moves to others positions and that when the staff member leaves the organisation these tasks will be automatically halted by the LogiqcQMS.*  |
| Training Register | Ensure staff maintain the required competencies to perform their role | Key features * register of mandatory and other training requirement for staff and external service providers and other contractors
* access managed through permission-based user access
* schedules once-off or recurring training requirements
* workflow supports delegation and approval of training tasks
* sends reminders for training tasks
* provides instructions for completing training tasks
* maintains certificates and other records as evidence of completion of training
* enables training to be linked as evidence to accreditation standards and provided to external auditor
 | The Training Register will be used to manage compliance requirements relating to staff training for example:* Induction / orientation
* Mandatory training
* Occupational specific training
* Management training e.g., budget management, people management

***Note:*** *It is recommended that these tasks are assigned to the ‘person’ not the ‘position’, when scheduling the task as this will ensure they stay with the ‘person’ as the respective staff member moves to others positions and that when the staff member leaves the organisation these tasks will be automatically halted by the LogiqcQMS.*  |

**Registers designed to support a Reporting Culture**

| LogiqcQMS register |  Business objective | Key features | Scope |
| --- | --- | --- | --- |
| Improvements Register | Enable reporting of non-conformances and support continual and evidence-based improvement in all aspects of the organisation’s activities. | Key features* register of reported improvements and non-conformances
* enables reporting culture
* access managed through permission-based user access
* supports non-conformances to be rated against severity assessment scale (SAC) or other scale
* supports root cause analysis and prompts corrective action
* workflow supports delegation and closure of reported events
* sends email notification when an item has been reported
* uses non-conformances to track organisation’s exposure to risk
* supports analyses of system failures
* maintains related reports and evidence of how non-conformances have been managed
* enables improvements and non-conformances to be linked as evidence to accreditation standards and provided to external auditor
 | The Improvements Register will be used to support the reporting of: * Non-conformances
* Where the process has not been followed
* Where equipment does not meet required specifications
* Where services do not meet expected outcomes
* Recommendations arising from audits, internal or external
* Recommendations for improvement arising from adverse event
* Suggestions for improvement
 |
| Incidents Register | Ensure adverse events are reported and managed effectively in accordance with operational and statutory requirements.  | Key features* register of reported incidents, near miss, and hazards
* enables reporting culture
* access managed through permission-based user access
* supports events to be rated against a severity assessment scale (SAC) or other scale
* tracks injuries and damage to assets related to reported events
* supports notification of incidents to external agencies
* workflow supports delegation and closure of reported events
* sends email notification when an incident has been reported
* uses adverse incidents to track organisation’s exposure to risk
* maintains related reports and evidence of how incident have been managed
* supports analysis of incident, hazards, and near misses
* enables adverse events to be linked as evidence to accreditation standards and provided to external auditor
 | The Incidents Register will be used to support the reporting of incidents, near misses and hazards and will include the following business areas. * Client services and programs
* Operational management
* Workplace health and safety

***Note:*** *Essential to establishing a reporting culture is to support a ‘no blame’ culture. Additionally, all staff need to take responsibility to report adverse events.* |
| Feedback/complaints Register | Ensure customer/client feedback and complaints are reported and managed effectively in accordance with operational requirements. | Key features* register of reported feedback, including complaints, from all external sources
* enables a reporting culture
* access managed through permission-based user access
* supports feedback to be rated against a severity assessment scale (SAC) or other scale
* supports notification of complaints to external agencies
* workflow supports delegation and closure of feedback
* sends email notification when feedback has been reported
* uses complaints to track organisation’s exposure to risk
* maintains records of personnel involved
* maintains related reports and evidence of how feedback has been managed
* supports analysis of feedback
* enables feedback to be linked as evidence to accreditation standards and provided to external auditor
 | ***Note:*** *The Feedback Register was designed to record feedback from external sources, e.g., clients, other service providers. Staff feedback can be recorded on the Improvements Register.* The Feedback Register will be used to support reporting of feedback from external stakeholders, including. * Complaints – non-personnel related
* Feedback from clients, suppliers, and other external stakeholders
 |
| Repairs Register | Ensure plant and equipment malfunction is reported and managed effectively | Key features* register of reported repairs and faults
* enables a reporting culture
* access managed through permission-based user access
* supports repairs and faults to be rated against a severity assessment scale (SAC) or other scale
* workflow supports delegation and closure of repairs and faults
* sends email notification when a repair / fault has been reported
* uses repairs and faults to track organisation’s exposure to risk
* maintains records of related assets
* maintains related reports and evidence of how repairs and faults have been managed
* supports analysis of repairs and faults
* enables reports of repairs and faults to be linked as evidence to accreditation standards and provided to external auditor
 | The Repairs Register will be used to support reporting of equipment and other assets that are found to be faulty or have been damaged or require repair. It relates to the management of the following types of equipment: * Buildings and facilities
* Equipment
* Service vehicles
* And any other assets owned by the organisation
 |

**Other Registers**

| LogiqcQMS register |  Business objective | Key features | Scope |
| --- | --- | --- | --- |
| Records Register | Maintain evidence of critical activities required to support / accreditation.  | Key features* provides a central depository for records in any format
* access to records managed through permission-based user access
* enables records to be linked as evidence to accreditation standards and provided to external auditor
 | The Records Register will be used to support a centralised depository for all records which relate to how the organisation has managed safety, quality and risk and will include the following: * Records required to be provided to an external auditor
* Records associated with completing tasks scheduled in the LogiqcQMS
 |
| Contacts Register | A central contact list for the organisation’s stakeholders  |  | The Contacts Register will be used to manage those business contacts that may be required to support staff to complete tasks that have been delegated to them through the LogiqcQMS and will include: * Contacts relating to contracts where acquittal reporting, and other reporting requirements have been tasked in the LogiqcQMS
* Suppliers who will be managed through the Suppliers Register
* Suppliers who manage maintenance or repairs to plant and equipment, including fire and safety equipment
* External auditors
* Corporate officer suppliers
* Suppliers of medical consumables and medical equipment

***Note:*** *It is not recommended that the Contacts Register replicates other contact data bases the organisation may have in place.*  |