

QUALITY POLICY STATEMENT

Samasha Medical Foundation advocates for improved health systems in the Global South specifically through reproductive, maternal, newborn, child and adolescent health (RMNCAH) by ensuring reproductive health commodity security, health financing and budget advocacy, human resource for health advisory and health technologies and innovation.

We are committed to providing services and products of the highest possible level of quality and customer satisfaction. In order to achieve this, we are continually improving processes, products and services, meeting and exceeding customer requirements at all times

As a stakeholder-driven organisation that contributes to policies and practices to improve population, health and sustainable development, we commit to;

- Establishing and maintaining an effective quality management system that conforms to the requirements of ISO 9001 and the sector's best practices.
- Determining and consistently addressing the needs and expectations of our customers and other interested parties.
- Complying with all the applicable requirements for the products and services including customer requirements, statutory and other requirements.
- Providing a framework for setting and reviewing Quality objectives as well as establishing programmes for their effective implementation.
- Monitoring and reviewing our service provision and processes, identifying opportunities for improvements and implementing the necessary actions to address them.
- Providing extensive staff training, promoting a 'do it right first time' attitude towards quality.
- Establish sustainable partnerships with governments, development partners, civil society and private sector. We also ensure that our partners and external providers understand and comply with our quality philosophy and company policies.
- Continually monitoring and reviewing our quality policy commitment and the quality management system to ensure that it remains relevant and effective to the changing needs of our customers.

The performance and effectiveness of our quality management system shall be monitored and evaluated through planned audits, management reviews and customer feedback.

Adherence to and implementation of the quality policy is the responsibility of all employees and other interested parties. It is essential that everyone recognizes and accepts our philosophy of quality service delivery, accepting accountability for their own output.

Managers shall ensure that everyone under their jurisdiction are made aware of the organisation's quality policy commitments and the importance of complying with the requirements as stipulated.

The Managing Director is accountable for establishing and maintaining an effective quality management system to ensure the commitments made in this Policy and all requirements are being met.



Date: 23/11/2019

DR. MUWONGE MOSES,
DIRECTOR
SAMASHA MEDICAL FOUNDATION