

## DPO COMMITMENT & POLICY OVERVIEW

Dynamic Prosthetics & Orthotics and its employees are committed to the demonstration of Quality practices and processes.

Dynamic Prosthetics & Orthotics is committed to ensuring that policies, procedures and processes in place to ensure quality will be experienced consistently across all aspects of our operations and customer service, and to continuously improve our services and standards.

### Our Quality Objectives are to ensure...

1. Exceptional client service & satisfaction standards
2. Maintain the retention and acquisition of qualified and highly competent staff
3. Excellence in reliability and performance
4. Safety of all clients, staff, contractors and visitors
5. Suppliers are providing high quality, durable and 'optimal for use' parts
6. Continuous review and improvement of service and product delivery
7. Compliance with
  - a. AOPA Competency Standards for Australian Orthotists Prosthetists – May 2014
  - b. Associated industry & funding bodies standards

Any enquiries regarding Dynamic Prosthetics & Orthotics Quality Policy or Quality Policy Statement should be directed to

- Deborah Heyns (Director) – Dynamic Prosthetics & Orthotics
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## RECORD OF VERSION REVIEWS/REVISIONS

This policy statement was approved by DPO Management in February 2021

Review will be conducted on an annual basis, unless otherwise required due to operational considerations

Version	Date	Purpose of Review/Revision <small>(approved/annual/operational /rescinded)</small>	Description/Comments	Management Approval
V1	02/21	Approved		Deborah Heyns

### Legend – Purpose of Review/Revision

Approved	New Policy Statement
Annual	Scheduled Review
Operational	Review initiated as a result of operational requirements/change etc outside of scheduled review period
Rescindment	Policy Statement rescinded e.g. no longer required

***“We Guide You Every Step of the Way”***



REGISTERED  
NDIS  
PROVIDER



THE AUSTRALIAN  
ORTHOTIC PROSTHETIC  
ASSOCIATION MEMBER



ISO 9001 QUALITY  
Certified System

