



Quality policy

At Freedom prosthetics we are devoted to the care of our patients. The quality of our workmanship has the potential to make significant changes improvements in their ability to care for themselves, maintain employment and ultimately quality of life.

For this reason we closely monitor all steps in the delivery of our products in the following ways

- Assessment and testing performances
- Quality objectives desired by our clients, suppliers, funding bodies and staff
- Inclusion of all interested parties in reaching their goals
- Managing risks and opportunities
- Strict requirements of products and services sourced and delivered

*If you would like to read our complete quality policy please see reception

The manufacture and delivery of a prosthetic device involves several steps which affect the outcome of the device. During each stage of manufacturing a device there is scope in our forms for the adjustment to the design and appearance of the prosthetic device to achieve the best outcome for our patient. The devices manufactured must not only be functional but also comfortable and aesthetically pleasing.

Scope:

Freedom prosthetics manufactures assistive technology devices including prosthetics, orthotics and adaptive sporting equipment.

Assessment and testing:

We employ a robust array of tools that allow us to monitor whether we are meeting or exceeding the requirements of the patient. These tools take the form of a combination of self reporting and clinical assessments which have been verified for inter/intra-rater reliability. We also employ 3D scanning equipment for the manufacture of prosthetic devices which can be used to monitor the continuing changes that take place in the residual limb of the amputees. We also employ tablet and coaching app with allow us to analyse gait characteristics including body alignment, step length and

cadence. The combination of these assessments allow us to monitor the ongoing changes to patients and how we may adjust our services to meet their needs.

Quality objectives:

By utilising these tools we are able to monitor a patient's progression and treatment outcomes while ensuring that we meet the needs that they feel are most important to them. At a very minimum we aim to meet the level of comfort, function and satisfaction that their previous prosthetic limb enabled them to achieve is across all areas assessed in the self-reported, clinical and video assessments.

Freedom prosthetics utilises monthly procedural review and bi-annual management reviews to continually monitor and improve the systems in place that ensure the quality of their service.

Interested parties:

To ensure that we meet the expectations of our clients we include scope in our manufacturing process and reporting to quickly and flexibly address issues that arise before they become recurring issues. The manufacturing forms used within Freedom prosthetics provide a stable and repeatable platform for this feedback to occur creating an open pathway between clinician and technician. At the end of these process's we employ a monthly procedural review which allows the director of Freedom prosthetics to get a snap shot of how the company is performing with regards to patient service and outcomes.

Risks and opportunities:

At Freedom prosthetics we are patient focused, we aim to reduce the inconvenience of being living with a limb deficiency and ultimately improve their quality of life and community involvement. For this reason we understand that while better components will not necessarily make a patient ambulate at a higher level; the use of lower K-level components, socket designs and suspension options will hold a patient back and prevent them from achieving their best outcome. In order for patients to achieve their best outcome it is our duty to ensure that they are aware of the plethora of components available to them and the benefits that they will give them. Although these components regularly cost more than what they will be funded for we will endeavour to source additional funding options through various grants or personal finance. Failure to deliver these emerging technologies presents a risk not only to the patients and their long term wellbeing but also to Freedom prosthetics, as it will increase the chance of having to perform re-work or providing a high number of consumable components. Both of these situations will not only cost freedom prosthetics as a company but most importantly cause the patients discomfort and increase the chance of putting them in a non-ambulatory state.

Requirements of products and services:

At freedom prosthetics we are a manufacturer/assembler of therapeutic goods. For this reason, we have a strict policy that any products that are used in the manufacture of a device must be sourced through a medical supplier. We only provide and fit components which have been approved for sale within Australia with the therapeutic goods administration. The only exceptions to this, is in the manufacture of sockets where the material in question is not in direct contact with the patient's skin. Any other parts or materials that are used in the manufacture of a device that are not sourced from a medical aids distributor are to be scrutinized by the director, senior clinician and technicians prior to use.