



MNOC Quality Assurance Policy

POLICY

Métis Nation of Canada (MNOC) is committed to delivering service excellence, and regards Quality Assurance and improvement as vital in order to realise its purpose and strategic directions and to ensure that the service provided to members is of the highest possible quality.

MNOC approach to quality is based on a cyclic continuous quality improvement (CQI) framework with strategies that follow a pattern of plan, implement, monitor, review, and improve.

Quality Assurance can be defined as a systematic approach to identifying and responding to the needs of members so that an appropriate service is consistently provided to agreed community expectations.

MNOC DOCUMENTS

Policy development and review, records management and document control processes are all part of the Quality Assurance framework

MNOC's written policies and procedures support Quality Assurance through clear, explicit, and communicated directives and provide support, guidance, and reinforcement for Quality Assurance as an integral part of the organisation.

All documentation is maintained in a controlled and secure environment to ensure appropriate authorisation and regular review.

The purpose of a Document Control system is to:

- maintain uniformity in document presentation.
- ensure the continuing compliance to legislation that apply to services provided.
- monitor the review process.
- track changes to documents, including version updates, and deletions and archiving of obsolete documents.

MNOC maintains a controlled **Document Register** within the MNOC Database. The Register contains a Master list identifying all controlled documents, which support the MNOC Quality Assurance System.

Annual reports will be run from the MNOC database to identify documents that are due for review in the coming month.

DATA SECURITY

MNOC will take all reasonable steps to ensure that all information held will be protected from unauthorised access, modification or disclosure and will ensure that information that is no longer required for any purpose is destroyed or permanently de-identified.

- Member's information will be filed in a secure location and will not be removed from the office.
- Electronic information in the MNOC database is password protected.

EVALUATION AND REVIEW

The organization will review this policy as issues are raised, changes to standards of practice or legislation, and as part of a formal evaluation and review process.

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