



Chartered Quality Institute

Creating the Culture of Quality in Healthcare

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FMLM Conference 16th October 2013



Quality

- The degree to which a set of inherent characteristics fulfils requirements

ISO 9000:2005, section 3.1.1

3.1.2 Requirement

A need or expectation that is stated, generally implied or obligatory

3.1.4 Customer satisfaction

The customer's perception of the degree to which the customer's requirements have been fulfilled





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CT Scanning





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To whom do I provide a service?