

MISSION STATEMENT

The Centre is committed to remaining a world leader in services provided. This process may be in conjunction with centres around the world to deliver leading treatments for Gastroenterological Diseases and Infections.

The management and staff of the Centre for Digestive Diseases are committed to the provision of quality gastroenterology services to the community. We are committed to a comprehensive risk management system with continuous evaluation of targeted pathways. We respect the needs and opinions of our staff, striving to provide a better working environment with the ultimate benefactor being the client.

We are committed to continuously complying with our Quality Management System, which is based on ISO9001, the international standard for Quality Management.

We have processes for planning: that are transparent to our team members. It is important that our staff know how their roles and contributions ensure we are able to achieve CDD's objectives. The outcome of the planning process is a set of objectives, which will be reviewed and updated at least yearly.

Finally, it is important that all employees:

- Are aware of the requirements of our management systems,
- Identify, report, record all problems, incidents, complaints, or areas of improvements,
- Comply with the intent and the content of our management system.

By doing so we will achieve our targets and the outcomes identified above.

The Centre for Digestive Diseases is intent on supporting any mechanism that will achieve this process. We are receptive to all recommendations that promote the realization of our goals.

We are committed to providing products and services that:

- meet or exceed customer expectations
- comply with relevant external requirements
- are reviewed on an ongoing basis to identify opportunities for improvement

VALUES

CDD, as both a medical and research medical institution, uphold the following values relating to our scientific, medical and management missions:

- **Ethics** - adhering to the highest standards of medical practice and research
- **Excellence** - performing the highest quality of medicine and medical research
- **People** - honoring achievement and encouraging dedication in a team-orientated environment
- **Service** - providing superior service to our patients
- **Value** - delivering outstanding value
- **Innovative** – embracing clinical innovation
- **Support** - supporting a knowledgeable, skilled and caring medical and administrative team