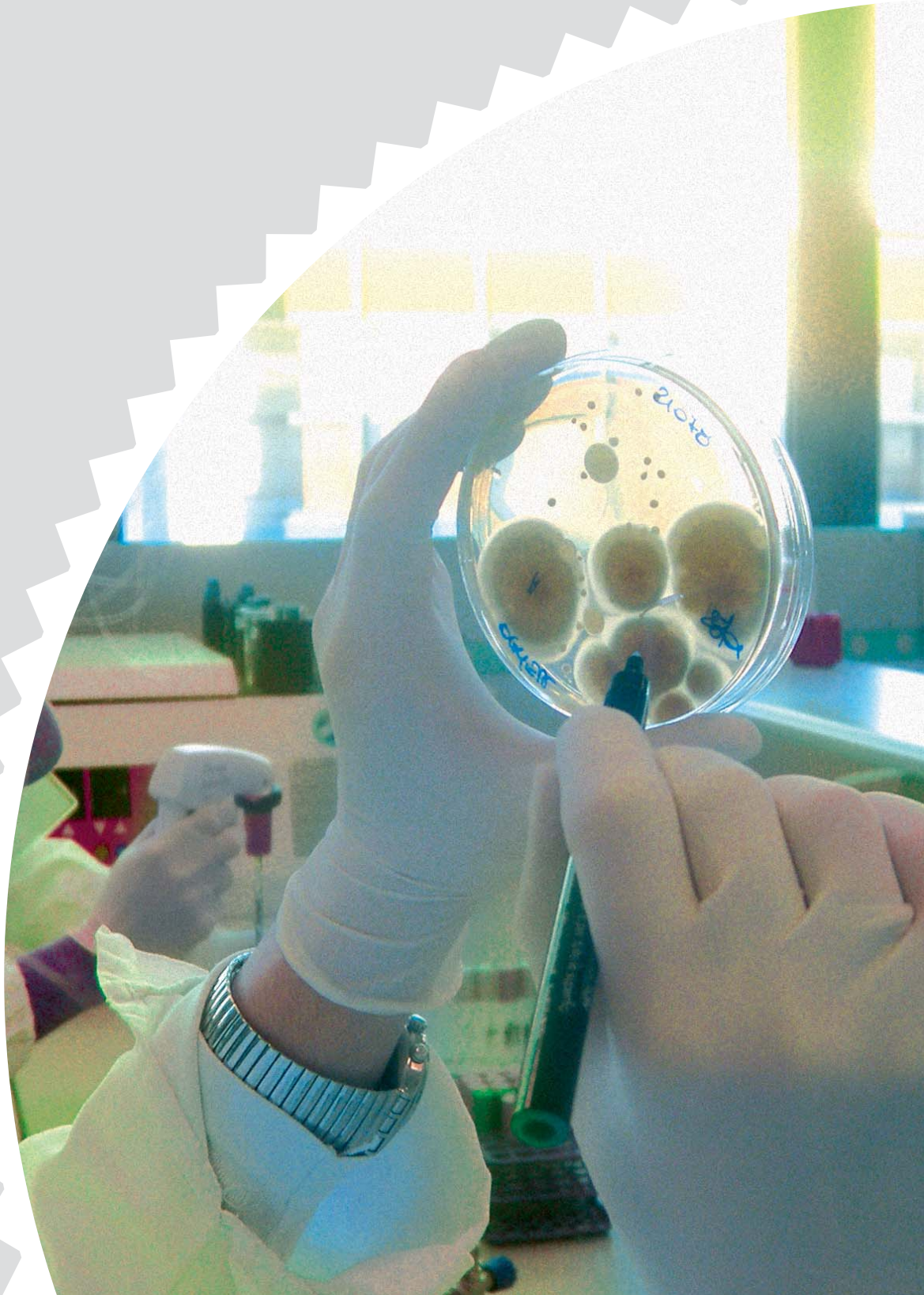




# RINA certification

infrastructures and constructions  
**health and food**  
manufacturing  
territory and administration  
services  
transport and logistics

## Health & Social Work





## the market

For some years now, the community has expressed a growing request for improved overall quality of the services offered by the health sector.

**Patients, families and users in general are particularly sensitive towards aspects such as the appropriateness and overall quality of the services provided,** the professionalism and competency of the operators, humanisation of the relationship with patients and their families, containment of and compliance with waiting times, demonstration of a decision-taking approach based on objectivity and transparency.

National and local legislation, developed to meet the community's need, draws the attention of every level of the health system to **organisational models able to manage and monitor the critical factors of social-health services,** particular attention being given to constantly improving the services whilst containing and controlling costs.

In this context, it becomes strategic, for the health service and its management, to be able to **manage, control, demonstrate and ensure the correctness, effectiveness and commitment assumed, at all levels of the structure, in pursuit of management which is attentive** to the needs of users, in line with regulatory requirements, characterised by the constant search for opportunities to improve.

RINA has responded to this diversified scenario by offering a wide range of certification services, aimed at the different spheres and values through which the health structures interface.

## specific certification services

### Quality management

It ensures the health service has the ability to manage and control its processes with coherence in relation to the needs of users and to constantly monitor the efficacy of the services provided.

- Certification of Quality Management Systems  
**ISO 9001:2000**

### Advantages

- A means towards achieving accreditation and excellence objectives, compliance with private technical documents to better protect the management and operators and more certain management of the clinical and health processes;
- Systematic pursuit and monitoring of service quality and efficiency so as to be able to make a homogeneous assessment of the various services and activities.

### Safety: management and control of critical aspects

Instruments that ensure the health service pursues a policy which considers the aspects of global safety, meaning both protection of operators and patients and guests.

- Certification of occupational health and safety management systems  
**OHSAS 18001 standard**
- Certification of information security management systems and protection of privacy  
**BS 7799 standard, integrated by Italian law no. 196/03**
- Certification of a hospital's internet site  
**Q-WEB Mark**
- Periodical surveillance checks of electrical installations  
**Italian law no. 462/00**
- Periodical surveillance audits of lifts  
**Directive 95/16/EC**
- Certification of systems for the prevention of hazards and hygiene control in catering services  
**(HACCP) – UNI 10854:99 standard**

### Advantages

- Greater management and operator protection
- Relationship of trust with patients
- Optimisation of the estimate and trend of the relative cost items.

# a request for reliability, a reply of protection

## specific certification services

### Ethics: ethical principles which underlie the promise of well-being

The community's attention to ethical aspects associated with working relations and work management is constantly increasing.

Having organisational-managerial tools able to ensure that a careful policy of respect for and protection of traditional values of fairness, objective assessments, transparency and clarity in decision-making processes is pursued, is a fundamental qualifying element for an organisation projected towards objectives of excellence

- Certification of social accountability management systems  
**SA 8000 standard**

- Certification of management system compliance (for the purpose of preventing crimes for which corporate administrative responsibility ensues)  
**Italian legislative decree 231/01**

### Advantages

- a more desirable place of work and loyalty of the personnel
- evidence of transparency and operational correctness to better protect the management and organisation.

### Property assets: enhancement of buildings in relation to the environment

Enhancement of property assets is a strategic point in the management of health structures.

- Certification of environmental management systems  
**ISO 14001 standard**

- Validation of the environmental statement  
**EMAS Council Regulation**

- Certification of the Quality of Buildings  
(objective means to measure the state of preservation and safety of a building and to identify aspects which can be improved, even in connection with management)

### Advantages

- improvement of the image for the enclave where the structure operates
- guarantee and protection for the management and operators against damage derived from ecological risks
- opportunity to revalue the buildings which make up the hospital's assets and containment of insurance premiums.



**ITA - Istituto  
Tecnologie Avanzate,**  
a RINA  
subsidiary company,  
performs laboratory  
analyses and sensorial  
tests in the food  
and health sectors



# Accreditation

The numerous accreditations obtained by RINA bear witness to its professionalism, competency and operational efficiency and act as a guarantee for clients and the community in general.

## In the Health and Social Work sector

RINA has acquired considerable competency and proven professionalism thanks to its investment in the training of specific resources:

- **SINCERT, UKAS and INMETRO accreditation for the ISO 9001:2000 scheme** in sector 38 – Health and Social Work
- **numerous certificates, both in Italy and abroad, for hospital units, clinics and nursing homes, laboratories, rehabilitation and social assistance services**
- **qualification of audit teams.**



## specific certification services

### Performance measurement, risk management

Supported by a large, diversified and loyal clientele, RINA pursues a policy of global service and assistance to companies and organisations which see, in our body, a partner to attain avant-garde objectives and goals of excellence. In this light and aware of the delicacy, specificity and need for high level qualification which characterise social-health structures, RINA offers:

- **Personalised certification projects for specific needs** related to monitoring, assessment, measurement and certification of the services provided and for risk control

### Advantages

- containment of costs and rationalisation of investments
- containment of insurance premiums
- greater guarantee for the user and protection for the management and operators against damage derived from ecological risks.

### RINA: an international role

RINA has always played an active role within the most authoritative organisations of the sector, such as UNI, CEI and ISO to draw up rules and regulations and the CISQ Federation, through which it adheres to the IQNet agreement, for the mutual recognition of certificates internationally.

RINA has a widespread organised technical-commercial structure in Italy and abroad so as to ensure specific and timely services, ready to meet its clients' most varied and precise needs.

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