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Falck ambulances obtain global ISO certification

Falck Ambulance has obtained a global ISO certification of its global ambulance service as proof of the high standard of the ambulances

Falck is known for having high-quality ambulances and has always received immaculate supervision reports from the patient safety authorities. Now the high standard has been recognized globally. Falck's ambulances have received a global ISO (International Organization for Standardization) certification. It is the external agency, Bureau Veritas, that has approved Falck according to ISO 9001 - a quality management system that is

recognized worldwide for quality and effective monitoring and management.

“In Falck, we are committed to care, and we provide high-quality healthcare services to clients and patients every day. We now have a proof of that,” says Mette Wejs Bojsen, Head of Global Business Quality Management in Falck.

“I expect the ISO certification to be an advantage for us when we bid for new ambulance contracts, because we can document up front that we have consistent, unified and well-documented processes. Therefore, we can offer uniform services of a very high quality to customers and patients alike,” explains the quality director.

Fulfills promises

Falck has created a global quality management model and a very important step in this process is to have a global certification. It ensures consistency in quality across countries and units.

“In order to be globally certified by an external company, we have documented that we live up to all our obligations and promises to patients and customers. Of course, this is a great operation, but we work hard to build trust as a business partner and show it through quality assurance and a transparent business model, and all this is made easier with the new ISO certification,” says Mette Wejs Bojsen.

Falck Ambulance will be certified country by country. Denmark, Sweden, England and Spain have been certified as the first countries and the rest of the world is following continuously.

Falck is a leading international provider of ambulance and healthcare services. For more than a century, Falck has worked with local and national governments to prevent accidents, diseases and emergency situations, to rescue and assist people in emergencies quickly and competently and to rehabilitate people after illness or injury.

Falck operates in 30 countries and has approximately 30,000 employees.

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