Quality

Policy Objective

The City of Belmont will maintain and regularly review its Quality Management System for the purpose of delivering value to its community and interested parties by determining their current and future needs and expectations.

The City of Belmont will learn, innovate, adapt for change and empower all employees to participate and contribute to organisational improvement to meet new challenges and requirements as they arise.

The leadership and commitment of management together with the competency of our people will provide quality products and services to the customers of the City of Belmont.

The City of Belmont will ensure a culture of continuous improvement by maintaining certification to the ISO 9001 Quality Management System (the Standard) and applying recognised principles of best practice. This includes proactive planning, legislative compliance, sustainable development and risk management.

Policy Detail

This policy relates to all activities of the City including Strategic and Operational activities, and to all employees and contractors providing products and delivering services on behalf of the City.

The City's Business Management System (BMS) and BMS Manual define and interpret the principle requirements of a Quality Management System (QMS) under the Standard.

The Executive Leadership Team will:

a) Take accountability for the effectiveness of the QMS and ensure that the QMS policy and objectives are established in line with the context and strategic direction of the City of Belmont.
b) Ensure integration of the QMS requirements into the City of Belmont's overall business processes and BMS documentation.
c) Promote the use of the process approach and risk-based thinking.
d) Ensure that the resources needed for the QMS are available through the annual budget process.
e) Ensure that the QMS achieves its intended outcomes.
f) Communicate the importance of an effective QMS and of conforming to the QMS requirements to all employees and relevant stakeholders.
g) Promote an ethos of continuous improvement in the City through education and training of our people and engagement with relevant interested parties.

The City of Belmont will:

h) Monitor and review internal and external issues that may affect the City's ability to achieve the intended outcomes of its BMS.
i) Achieve the core objectives of the Strategic Community Plan through effective implementation of the Corporate Business Plan, continuous improvement and the maintenance of appropriate management systems.
j) Comply with all relevant legislation.
k) Benchmark our performance in relevant areas to assist in the continuous improvement process.
l) Participate in the development of the local government industry and ensure due diligence through compliance to statutory and other selected standards.
m) Ensure every employee understands that they are expected to contribute to the continuous improvement of the City and that they are to take responsibility for the quality of their own work, as well as the satisfaction of their customers, whether internal or external.
n) Regularly measure organisational performance and the effectiveness of business management system through a process of routine audits, assessments and reviews.
o) Maintain certification to ISO 9001:2015 Quality management systems – Requirements.

Responsibility for the Quality Policy:

The implementation of this policy is the responsibility of the Chief Executive Officer, the Executive Leadership Team and the Operational Leadership Team. The application of this policy is the responsibility of all City employees and stakeholders.

Reference/Associated Documents

ISO 9001:2015 Quality management systems – Requirements

ISO 14001:2015 Environmental management systems – Requirements with guidance for use

ISO 45001:2018 Occupational health and safety management systems – Requirements with guidance for use

ISO 31000:2018 – Risk management – Guidelines

Australian Business Excellence Framework (ABEF)

Reference to Internal Procedure

N/A

Definitions

N/A

This Policy is supported by:	
Policy No:	CP41
Strategic Community Plan:	**Goal 5: Responsible Belmont Strategy:** 5.6 Deliver effective, fair and transparent leadership and decision-making, reflective of community needs and aspirations
Delegation Register:	N/A
Service Area:	Corporate and Governance
Policy Owner:	Manager Governance, Strategy & Risk
Policy Stakeholder:	Coordinator Business Planning, Improvement and Risk

Amendment Status:		
Date of Amendment	Status of Amendment	Minute Item Reference
22/11/11		12.9
25/06/13		12.8
27/09/16	Review - Major	12.9
10/12/19	Review – Major	12.8
14/12/21	Review – Minor	12.7
24/05/22	Review - None	12.7
12/12/23	Review - Minor	12.8