CP41 - Quality

Policy Objective

1. The City of Belmont will maintain and regularly review its Quality Management System for the purpose of delivering value to its community and stakeholders by determining their current and future needs and expectations.
2. The City 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.
3. 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.
4. The City will ensure a culture of continuous improvement by maintaining certification to the ISO 9001 Quality Management Systems - Requirements (the Standard) and applying recognised principles of best practice. This includes proactive planning, legislative compliance, sustainable development and risk management.

Policy Detail

1. This policy relates to all activities of the City including operational and strategic activities, and to all employees and contractors providing products and delivering services on behalf of the City.
2. The City's Business Management System (BMS) and BMS Manual define and interpret the principal requirements of a Quality Management System (QMS) under the Standard.

3. City of Belmont

The City will:

a) Monitor and review internal and external issues that may affect the City's ability to achieve the intended outcomes of its BMS.

b) 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.

c) Comply with all relevant legislation.

d) Benchmark our performance in relevant areas to assist in the continuous improvement process.

e) Participate in the development of the local government sector and ensure due diligence through compliance to statutory and other selected standards.

f) Ensure every employee understands they are expected to contribute to the continuous improvement of the City and they are to take responsibility for the quality of their own work, as well as the satisfaction of their customers, whether internal or external.

g) Regularly measure organisational performance and the effectiveness of the business management system through a process of routine audits, assessments and reviews.

h) Maintain certification to ISO 9001:2015 Quality Management Systems – Requirements.

4. Executive Leadership Team

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.

b) Ensure integration of the QMS requirements into the City's overall business processes and BMS documentation.

c) Promote the use of the process approach and risk-based thinking.

d) Ensure the resources needed for the QMS are available through the annual budget process.

e) Ensure 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 stakeholders.

5. 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

Nil.

Definitions

Nil.

This Policy is supported by:		
Policy No:	CP41	
Strategic Community Plan:	**Key Performance Area: Performance Outcome:** 10. Effective leadership, governance and financial management.	
Register of Delegations:	n/a	
Service Area:	Corporate and Governance	
Policy Owner:	Manager Governance and Legal	
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
26/05/26	Review - Minor	12.5