



Quality Management System Policy

Application	All Staff, Particularly Department Works
Responsible Officer	Director Works
File No	CM:POL:CWP
Authorised by	Council
Effective Date	0658/15.04.2014
Distribution	Internet / Intranet

Purpose

The purpose of this policy is to maintain a Quality Management System in order to ensure customers expectations are met or exceeded.

Definitions

Council: Carrathool Shire Council

Resources: people, plant, equipment and materials

Reference

This policy complements other legislation and where it is silent on matters referred to in the following legislation such matters must be followed in accordance with the legislation.

Policy statements

1. That Council will provide adequate resources maintain all aspects of the Quality Management System to ensure its continuing suitability.
2. That quality objectives will be established in line with this Quality Policy.
3. That the Quality Management System be reviewed regularly to enable continual improvement.
4. That this policy be communicated to all stakeholders, including customers and employees.
5. That understanding and awareness of the Quality Management System and policy be promoted to all Council employees.
6. That processes and their application to meet customer requirements be identified.
7. That adequate training will be provided to employees to ensure they are competent to undertake tasks required under the Quality Management System.
8. That effective process performance and objective measures be developed and implemented to monitor and evaluate performance and minimise errors and waste.

Revision Table

Minute /Date	Amendment Summary	Reason or Reference
1157/20.06.2006		
0658/15.04.2014		Reviewed and reformat

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Associated Documents

Quality Manual

Review

This policy may be amended from time to time and will be reviewed annually with reference to any relevant legislation and best practice guides.

SIGNED: POSITION: ACTING GENERAL MANAGER

DATE:...../...../.....

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