

Quality Policy

Tamworth Regional Council is committed to serving its ratepayers and customers in a manner that consistently meets and exceeds their quality expectations. Tamworth Regional Council is committed to providing a system to continually improve its quality standards in the management of council operations and the supply of local government services. All Tamworth Regional Council employees and contractors have a responsibility for implementing this Policy.

In meeting our commitment of serving the needs of our community Tamworth Regional Council will:

- Demonstrate commitment, co-operation and leadership through all its directors and managers;
- Identify the changing needs and expectations of our customers;
- Maintain processes and procedures which ensure that these changes are accommodated;
- Clearly define quality standards for employees;
- Incorporate quality assurance into the business planning cycle so that objectives can be set, plans formulated and performance measures determined for the purpose of complying with Local Government best practice standards and regulatory requirements in order to continually improve our management systems;
- Train and develop our employees to ensure they have the necessary skills and knowledge to work and to contribute to ongoing improvements in quality performance; and
- Allocate resources to meet the commitments of the policy

Council is also committed to continuing improvement of its products and services to achieve increased ratepayer/customer satisfaction as well as to ensure compliance with the requirements of Council's Integrated Management System.



Paul Bennett
General Manager

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