

## QUALITY POLICY

### 1. PURPOSE

Tamworth Regional Council strives to provide continuous improvement of its products and services to achieve increased ratepayer and customer satisfactions along with ensuring compliance with its Integrated Management System within council operations and the supply of local government services.

### 2. COMMENCEMENT OF POLICY

2.1 This Policy commenced in 2012 and is revised annually.

### 3. APPLICATION OF THE POLICY

3.1 All Tamworth Regional Council employees have a responsibility for implementing this policy.

### 4. COMMITMENT

4.1 In meeting our commitment of serving the needs of our employees, ratepayers and customers, Tamworth Regional Council will:

- Serve its ratepayers and customers in a manner that consistently meets and exceeds their quality expectations.
- Provide a system to continually improve its quality standards in the management of council operations and the supply of local government services
- Demonstrate commitment, co-operation, leadership and management by Directors and Managers through the provision and support of an Integrated Management System;
- 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 across all areas of council.

## POLICY VERSION AND REVISION INFORMATION

Policy Authorised by: Paul Bennett

Title: General Manager

Next Scheduled Review: May 2021

Revision 7

