

QUALITY MANAGEMENT POLICY

OBJECTIVE

Deliver high-quality services to the community, stakeholders and customers through accountability, efficiency and responsiveness in all our operations. We are dedicated to enhancing our services and quality processes in compliance with the Local Government Act and aligned with ISO 9001:2015 and guided by AS/NZS ISO 18091:2019 standards.

COMMENCEMENT OF THE POLICY

This Policy commenced from 2012 and is to be revised annually

SCOPE

This Policy applies to all workers including outsourced service providers and contractors engaged in delivering public services on behalf of Tamworth Regional Council.

POLICY

Tamworth Regional Council is committed to:

- ensuring that a strong Quality Management System is in place that contributes to successfully delivering the Community Strategic Plan
- understanding and meeting the needs of our citizens and stakeholders, ensuring that our services are responsive, inclusive, and accessible
- providing clear leadership and direction, fostering a culture where quality is a shared responsibility across all levels of Council
- engaging and empowering our people, valuing their contributions and supporting their development to enhance service delivery
- managing our activities and resources as interconnected processes, ensuring efficiency, consistency, and alignment with strategic goals
- continuous improvement, actively seeking opportunities to innovate, learn, and enhance our performance,
- making decisions based on accurate data and evidence, ensuring transparency, accountability, and informed governance
- building and maintaining strong relationships with our suppliers, contractors, and community partners, recognising that collaboration is key to sustainable success.

These commitments are demonstrated through:

- Council's strategic and operational plans
- Risk Management processes aligned with ISO 31000:2018
- Fraud and Corruption Controls aligned with AS 8001:2021
- Performance Monitoring such as audits, reviews and service standards
- Training and Competency to ensure workers are skilled and knowledgeable
- Community feedback through complaints, compliments and suggestion handling processes
- Document Control and record management procedures

Responsibilities

Role	Responsibilities
General Manager / Executive Leadership team	<ul style="list-style-type: none"> Establish and maintain corporate governance structures, policies, systems, training and procedures for all aspects of Council's operations to support the commitment objectives of this policy and manage reputational risk in line with our Risk Appetite. Oversee the business performance in managing quality.
Senior Leaders / Management	<ul style="list-style-type: none"> Ensure staff manage quality within their areas. Ensure staff have the capability to deliver outputs in accordance with defined performance criteria. Monitor and report non conformance to the Executive Leadership team Identify and communicate improvements to enhance quality within functions
All Staff	<ul style="list-style-type: none"> Understand process requirements and quality standards within Council. Comply with relevant policies, procedures, and practices. Report non-conformance to management.



ASSOCIATED COUNCIL DOCUMENTS

- Integrated Management System
- Customer Service Charter

REFERENCES AND LEGISLATION

- ISO9001 Quality Management system
- Local Government Act 1993 and associated regulations
- AS/NZS ISO 18091:2019 Quality Management systems – Local Government
- AS 8001:2021 Fraud and Corruption control standards

POLICY VERSION AND REVISION INFORMATION

Policy Authorised by:		Original issue: 2012
Title: General Manager		Revision Period Annually
Policy Maintained by:		Current Version 12
Manager Risk and Safety		