



**POLICY NO: CCC044**

# **POLICY FOR QUALITY MANAGEMENT**

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**Policy for Quality Management**

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## Policy for Quality Management

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## Policy for Quality Management

### POLICY SUMMARY

1. The purpose of this Quality Management (QM) Policy is to communicate Central Coast Council's (Council) commitment to managing quality and to establish clear expectations to ensure that all staff are aware of their responsibilities for quality management.

### PURPOSE OF THE POLICY

2. Council is committed to effectively maintaining a Quality Management System. The system is based on adherence to the seven Quality Management Principles from AS/NZS ISO 9001 Quality Management System:
  - Quality Management Principle 1 – Customer focus
  - Quality Management Principle 2 – Leadership
  - Quality Management Principle 3 – Engagement of staff
  - Quality Management Principle 4 – Process approach
  - Quality Management Principle 5 – Improvement
  - Quality Management Principle 6 – Evidence-based decision making
  - Quality Management Principle 7 – Relationship management
3. The Quality Management System will enable:
  - a) continuous organisational improvement to ensure community expectations and requirements are met; and
  - b) a quality management approach consistent with the principles of ISO 18091 Quality management systems – Guidelines for the application of ISO 9001 in local government
4. Council is committed to ensuring that a strong Quality Management System is in place that will significantly contribute to delivering the Community Strategic Plan through progressively:
  - a) improving the ability to meet the community's requirements and expectations;
  - b) improving the assessment of process performance and ability to achieve objectives;
  - c) improving the overall effectiveness and efficiency;
  - d) increasing the ability to review, challenge and change opinions and decisions;
  - e) increasing the ability to demonstrate the effectiveness of decisions;
  - f) developing and improving the capability of the organisation to deliver desired results
5. The Quality Management System responsibilities for the Chief Executive Officer, the Executive Leadership Team, Directors, the Leadership Group, Unit Managers, Section

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Managers, Team Leaders and Supervisors are detailed in the Quality Management System Quality Management Responsibilities document.

6. Generally, staff are responsible and accountable for using the quality management system to ensure that their areas of the organisation contribute to meeting Council's quality goals
7. This policy will be reviewed within 12 months of the completion of the Quality Management System Project, and two years thereafter, or more frequently in the event of a material change in circumstances.

## **JURISDICTION**

8. This Policy covers all personnel employed by Council, any person or organisation contracted to or acting on behalf of Council, any person or organisation employed to work on Council premises or facilities and all activities of the Council.
9. This policy does not confer any delegated authority upon any person. All delegations to staff are issued by the Chief Executive Officer.

## **POLICY BACKGROUND**

10. Central Coast Council has an ongoing commitment to provide a high level of service to its community. Council is committed to continuing improvement of its products and services to achieve increased community satisfaction through adhering to Council's Quality Management System.
11. Following quality management processes, principles and practices will contribute to Council achieving its objectives, helping it deliver quality services, focusing decision-making, identifying priorities, promoting safety, minimising the impact of loss, and contributing to ensuring regulatory compliance.

## **GENERAL**

12. Amendment to this policy will occur in accordance with the procedure for Organisational Policy establishment.
13. It is the personal responsibility of all Council employees and agents thereof to have knowledge of, and to ensure compliance with this policy

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14. Council is committed to the formal, systematic, structured and proactive management of quality across the organisation.
15. A quality management system introduced across Council provides a strong foundation for improving existing systems and the introduction and development of new systems allowing council to standardise the systems approach, develop a continuous improvement methodology and actively guide the developing culture of the organisation through engaging staff in system implementation, use and development.
16. Effective quality management will improve the way Council operates, and hence delivers its goods and services to the community.

## DEFINITIONS

17. The following definition are used in this policy:
  - (a) **Council** means Central Coast Council
  - (b) **Council staff** means employee of Council and includes the Chief Executive Officer
  - (c) **Values and Behaviours** mean the common set of Values and Behaviours adopted by Council. There are five Values and fourteen supporting Behaviours.
  - (d) **Quality management** means the act of overseeing all activities and tasks needed to maintain a desired level of quality
  - (e) A **quality management system** means a collection of business processes and functions aimed at continuous organisational improvement to ensure customer expectations and requirements are met.
  - (f) **Quality management principles** means the set of fundamental beliefs, norms, rules and values that are accepted as true and can be used as a basis for quality management.
  - (g) **QM** means Quality Management
  - (h) **Community** means all individuals and organisations that Central Coast Council interacts with.

## REVIEW

18. This Policy will be reviewed annually.

## RELATED RESOURCES



## **Policy for Quality Management**

19. Associated Documents:
  - (a) Equity, Diversity and Respect Policy;
  - (b) AS/NZS ISO 19001:2016 Quality Management Systems Requirements;
  - (c) ISO 18091: 2014 Quality Management Systems - Guidelines for the application of ISO 9001: 2008 in local government; and
  - (d) Community Strategic Plan.