


Quality Assurance Policy		 Longreach Regional Council
Policy Number:	10.1	
Policy Category:	Quality and Safety	
Authorised by:	Res-2022-02-047	
Date approved:	17 February 2022	
Review Date:	17 February 2024	

OBJECTIVE

Council's primary objective is to demonstrate its ability to:

- Consistently deliver products and services through risk management strategies;
- Identify and satisfy customer requirements;
- Employ and develop personnel with appropriate skills and knowledge;
- Take a proactive role in solving problems;
- Minimise non-value adding activities and maximise resource and infrastructure use;
- Minimise environmental harm and the Provision of Services and Goods which meet contractual or regulatory requirements.

SCOPE

To confirm Longreach Regional Council provides the provision of services to a standard that meets the expectations of our customers and the community as a whole.

LEGISLATION

Local Government Act 2009

Local Government Regulation 2012

ISO 9001 – International Standards for Quality

DEFINITIONS

Council – refers to Longreach Regional Council.

Quality – An organisation focused on quality promotes a culture that results in the behaviour, attitudes, activities and processes that deliver value through the needs and expectations of customers and other relevant interested parties.

Quality Management System (QMS) – A QMS comprises activities by which the organisation identifies its objectives and determines the processes and resources required to achieve desired results.

Quality Planning – Part of quality management focused on setting quality objectives and specifying necessary operational processes and related resources to achieve the quality objectives.

Quality Assurance / Control – Part of quality management focused on fulfilling quality requirements.

Quality Improvement – Part of quality management focused on increasing the ability to fulfil quality requirements.

AS/NZS ISO 9001:2015 – Is the Australian Standard Quality Management Systems – requirements based on the ISO 9001(International Standard) that many companies use to ensure that their quality assurance system is in place and effective.

POLICY STATEMENT

Council aims to provide the community, individuals and businesses with a healthy, safe and habitable environment by the provision of essential infrastructure, social and cultural services.

In order to fulfil our mission and achieve our goal of continual improvement in the quality of its products and delivery of services, Council will commit to the objectives and strategies outlined in the Corporate Plan by way of implementing and undertaking all activities identified in Council's Annual Operational Plan and Annual Budget.

This will be achieved through promoting the provisions of the Quality Management System, compliant to AS/NZS ISO 9001:2015. These principles are customer focus, leadership, engagement of people, process approach, improvement, evidence-based decision making and relationship management.

Council will provide these services through regional collaboration, open communication and public awareness within the bounds of financial practicality.

Management reviews, documented evidence and systems will be implemented, maintained and understood by all employees to allow council to continually measure and improve its performance.

RELATED DOCUMENTS

Quality Manual

AS NZ 9001:2015 Australian / New Zealand Standard

Authorised by resolution as at 17 February 2022:



Mitchell Murphy
Chief Executive Officer