
QUALITY POLICY

APPROVALS

POLICY NUMBER	CORP-POL-003	DOC.ID	3567346
CATEGORY	Administrative		
POLICY OWNER	Chief Executive Officer		
APPROVAL DATE	29 September 2022	RESOLUTION NUMBER	8041

OBJECTIVE

To outline Council's commitment in consistently providing high quality products and services to our communities, while enhancing customer satisfaction and delivering continuous improvement to align with the principles of the international standard ISO 9001:2015 Quality Management Systems.

SCOPE

The Policy applies to all Isaac Regional Council including employees, councillors, contractors, visitors and volunteers.

Council is committed to delivering the seven ISO quality management principles of customer focus, leadership, engagement of people, process approach, improvement, evidence-based decision making and relationship management.

DEFINITIONS

TERM / ACRONYM	MEANING
Council / IRC	Isaac Regional Council
Standard / ISO	ISO 9001:2015 Quality Management Systems

POLICY STATEMENT

Council is committed to promoting and striving for continuous improvement for the benefit of the whole of the Isaac Region.

Council's mission is to feed, power and build communities. Our values include: Community focus, teamwork, caring and positive work ethic. These values align to the ISO 9001:2015 Quality Management System principles.



Figure 1: Seven Principals of ISO 9001: 2015

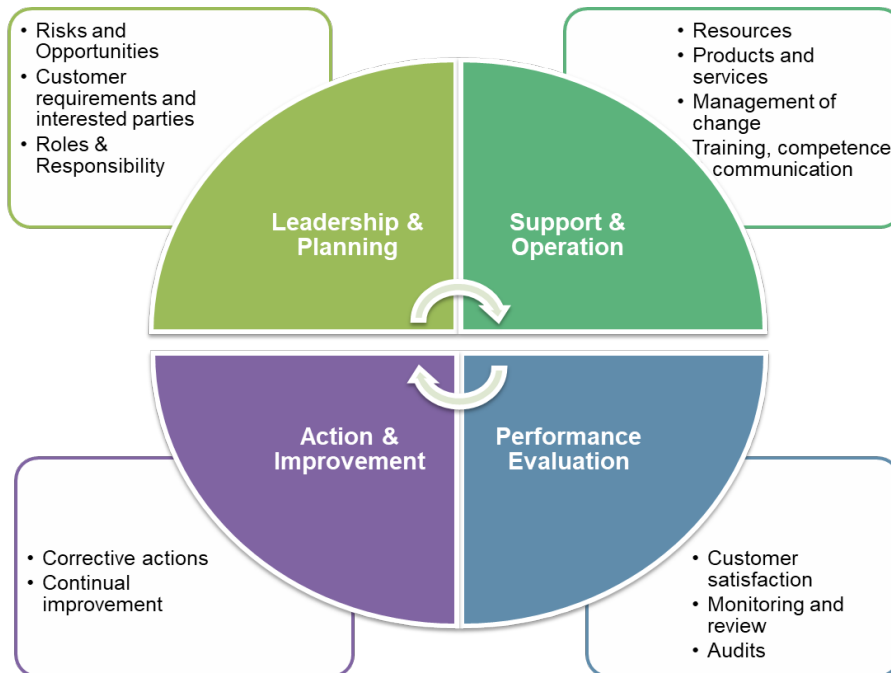


Figure 2: Structure of our Corporate Management System

In accordance with its values, Council is committed to:

- engaging and communicating authentically with all Isaac communities to understand both their common and specific needs;
- continuously improve how we address those needs to help futureproof our region;
- working safely and caring for the safety and wellbeing of our people and communities;
- building respectful relationships in our work together, to achieve;
- cultivating commitment, to create value through shared purpose ;
- do our best every day to have pride and enjoyment in our work;
- displaying accountability, transparency, procedural consistency and integrity;
- seeking the highest possible practical outcomes in everything we do; and
- practice the knowledge that how we do things is just as important as what we do.

Council aims to achieve this through:

- Operating an integrated suite of policies, procedures, plans, resources and reporting systems, which are established to achieve the desired outcome of procedural consistency, continuous improvement and professionalism;
- Setting objectives which are measured and reviewed on a regular basis through mechanisms such as operational and business plans;
- Ensuring effective reporting of non-compliance;
- Facilitating continuous improvement;
- Enhancing the skills of management and staff through review and actively pursuing on-going training, the objective of which is to prepare staff to perform their work more effectively;
- Identifying and addressing legal obligations;
- Rigorously controlling the supply, installation and completion to programme of all projects;
- Reporting on the achievement of objectives at Council meetings on no less than an annual basis;
- Understanding customer and community needs and expectations and linking those to Council's objectives and targets; and
- Measuring and monitoring customer satisfaction and actively managing relationships with internal and external stakeholders.

In the implementation of this Policy, Council will:

- Ensure that the resources required to implement the requirements of the Policy and Policy Statement are provided;

-
- Develop procedures which are robust, feasible and consistent to ensure that Council can measure improvements to business facilities and ensure that practices are effective;
 - Continually monitor and improve the quality system to align with legislation, policy and business requirements;
 - Consult and engage with the community to understand their needs and expectations;
 - Consult and engage with workers in making decisions about quality matters; and
 - Ensure that this Policy is communicated within the organisation, is published and available to the community and reviewed for continued suitability, compliance and relevance.

LEGISLATIONS AND RELATED GUIDELINES

- Workplace Health & Safety Regulation 2011 (QLD)
- ISO 9001:2015 – Quality Management System Requirements
- IRC Community Strategic Plan
- IRC Corporate Plan

REFERENCES

ID	NAME
CORP-POL-019	Quality Policy Statement
	Water and Waste Integrated Management System framework