

## Quality Policy

**Policy Type: Council Policy**

**Policy Owner: Executive Manager  
Organisational Development**

**Policy No. CP-039**

**Last Review Date: 19 June 2018**

### Policy Objectives

To provide guidance and direction to all stakeholders of the City of Melville (the City) in respect to the attainment of excellence and quality outcomes through a continuous improvement philosophy underpinned by the implementation of, and adherence to, internationally accredited quality and business excellence standards with the objective of ensuring stakeholder satisfaction and loyalty and community wellbeing. In addition and where practical, the City will integrate the principles of the ISO 9001 Quality Management; ISO 14001 Environmental Management; and the AS/NZS 4801 Occupational Health and Safety Management Systems.

### Policy Scope

The City is responsible for providing a broad range of services to residents and businesses, including parks and reserves, recreation and leisure facilities, libraries and community education, collection and disposal of waste, planning and building approvals, environmental health and civil construction.

This policy relates to all City operations, assets, staff and contractors providing services on behalf of the City.

### Policy Statement

The City values, and is committed to, the pursuit of excellence.

The City is responsible for providing a broad range of products and services and is committed to ensuring that these products and services are of a consistently high level of quality. The provision of high quality products and services is achieved through the adoption of, and adherence to, quality principles, and is supported by an effective and accredited Business Management System.

Commitment to and the effective deployment of this policy, will demonstrate the competence of the City to its stakeholders. The Quality Policy will assist to achieve this by clearly articulating and communicating to all stakeholders the City's commitment to excellence and quality objectives.

Effective deployment of this policy will help achieve continuous improvement of an organisational culture and working environment that embraces the values of excellence, relationships, vibrancy and wellbeing and results in quality outcomes for all of the City's stakeholders.

Through the implementation and effective deployment of accredited business excellence and quality system, and by embracing a quality and excellence culture, the City aims to:-



- Deliver high quality products and services that meet stakeholder needs and residents aspirations;
- Demonstrate visible leadership within the organisation and in the community;
- Build and maintain effective stakeholder relationships;
- Comply with statutory and regulatory requirements;
- Achieve the goals and objectives of the City’s strategic and other short and long term plans.

Achievement of the Quality Policy objectives involves elected members, staff and contractors, who are individually and collectively responsible for the quality of their work. Success will also require the co-operation of external stakeholders, who will be called upon from time to time to provide valuable inputs, insight and feedback and to help rate the City’s performance.

**Dr Shayne Silcox, CEO**

**References that may be applicable to this Policy**

Legislative Requirements:

Procedure, Process Maps, Work Instructions:

Other Plans, Frameworks, Documents Applicable to Policy: ISO 9001:2015 Quality Management System – Standards Australia  
 ISO 14001:2015 Environmental Management System – Standards Australia  
 AS/NZS 4801:2001 Occupational Health and Safety Management System – Standards Australia  
 ICSS 2014-17 : International Customer Service Standard – Customer Service Institute of Australia (CSIA)  
 The Australian Business Framework (ABEF) 2011 – SAI Global

Delegated Authority No:

**ORIGIN/AUTHORITY**

Ordinary Meeting of Council

20/07/2010

**Item No.**

C10/5122

**Reviews**

Ordinary Meeting of Council  
 Ordinary Meeting of Council  
 Ordinary Meeting of Council  
 Ordinary Meeting of Council  
 Ordinary Meeting of Council

21/02/2012  
 18/02/2014  
 17/06/2014  
 17/05/2016  
 19/06/2018

C12/5214  
 M14/5341  
 M14/5370  
 C16/5484  
 C18/5617