





Murrumbidgee
COUNCIL

Quality Policy

	Name	Position	Signature	Date
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1. Policy Scope

This policy applies to all Council activities.

1.1 Policy Objective

- Manage Council's Quality Performance to a standard that meets the requirements of customers, ratepayers and other stakeholders.
- Comply with applicable legal and other requirements.
- Provide for consultation, cooperation and coordination between Persons Conducting a Business or Undertaking (PCBU's) and workers.
- Ensure that any workplace under Council management or control is focussed on satisfying Council's stakeholders.

1.2 Policy Statement

Murrumbidgee Council's Quality Policy is to:

- satisfy its customers and ratepayers by providing high quality, efficient and cost-effective service
- provide its workers with job satisfaction
- establish mutually beneficial relationships between Council and suppliers
- support Council's strategic direction

Council is committed to:

- continually improving its Quality Management System (QMS)
- complying with relevant legal and other requirements, including demonstrating a professional duty of care in the performance of tasks

Council's policy is achieved by:

- establishing measurable objectives for achieving the satisfaction of its customers, ratepayers and other stakeholders
- communicating this Quality Policy and objectives to Council's workers, and relevant stakeholders
- implementing a QMS conforming to the International Standard ISO 9001 into Council's operations
- providing adequate resources to achieve this Policy and Council's quality objectives
- reviewing Council's Quality Policy and objectives for continuing suitability

2. Responsibility

The responsibilities of the PCBU (Council), Officers, and Workers are as described below:

2.1.1 Council shall demonstrate continued commitment in meeting its moral and legal obligation by ensuring that adequate human and financial resources are made available so that the objectives of this Policy are met.

2.1.2 Councillors (elected members), while conducting business for Council, have a responsibility to meet and satisfy the requirements of Council's customers, ratepayers and other stakeholders. They must comply with reasonable instructions to assist Council in complying with applicable legislation.

2.1.3 The General Manager (PCBU) is responsible, and accountable to the Council, for ensuring that the objectives of this Policy are met. The General Manager is responsible for ensuring that a QMS is developed, implemented, reviewed and maintained.

The General Manager shall:

- consult, coordinate and cooperate with other PCBUs working for or on behalf of Council
- regularly review and document organisational quality performance
- actively support the integration of Quality Management as part of Council's normal management practices
- consult with workers when making decisions on issues which may affect their quality performance

2.1.4 Managers are responsible for ensuring that the requirements of Council's QMS are communicated to workers, and are implemented at all workplaces within areas of their responsibility.

Managers shall:

- actively support the integration of Council's QMS as part of normal management
- regularly report to the General Manager on QMS initiatives implemented and the QMS performance of their division
- consult with workers when making decisions on issues which may affect their quality performance
- actively maintain current QMS knowledge as applicable to their area of responsibility

2.1.5 Workers are responsible for their quality performance.

Workers shall:

- co-operate with other workers and management to ensure that applicable legal and other requirements are met
- actively participate in any QMS consultation
- immediately report all quality issues to management
- carry out their work activities in accordance with all Council policies, procedures and approved work methods
- comply with any lawful directive

3. Definitions

Council means Murrumbidgee Council.

Workers means all person employed by Council (employees), contractors and volunteers

Council official means Councillors, Council staff, volunteers or delegated persons as defined in the Local Government Act 1993.

Legal Requirement means any law, regulation, ruling, judicial decision, accounting standard, regulatory guidance or other legal requirement.

Other Requirement means any requirements that Council has to, or chooses to, comply.

4. Related Documents and Legislation

- Council's Adopted Code of Conduct
- Local Government Act 1993
- Applicable National & NSW Quality Legislation
- AS/NZS ISO 9001:2016

5. Review

This policy:

- To be reviewed within the first year of the new Council term
- On release of next version of ISO 9001
- May be reviewed and amended at any time at Council's discretion (or if legislative or State Government policy changes occur)