

Policy No. PP041

Quality Management Policy

1 INFORMATION ABOUT THIS POLICY

POLICY INFORMATION

Date Adopted by Board: 13 March 2025	Board Resolution No. 25/132
Policy Responsibility: Operations Manager	
Review Timeframe: 4 years	
Last Review: January 2025	Next Scheduled Review: January 2029

DOCUMENT HISTORY

DOCUMENT NO.	DATE AMENDED	SUMMARY OF CHANGES
1	07/01/2025	New Policy Document
	DD/MM/YYYY	
	DD/MM/YYYY	
	DD/MM/YYYY	
	DD/MM/YYYY	
	DD/MM/YYYY	

FURTHER DOCUMENT INFORMATION AND RELATIONSHIPS

Related Legislation	Local Government Act 1993 Local Government Regulation 2021 AS/NZS ISO 9001:2016 AS/NZS ISO 18091:2019 Quality Management Systems – Local Government
Related Policies	PP001 Procurement and Disposal of Goods, Services and Materials Policy PP013 WHS Policy PP022 Enterprise Risk Management Policy PP028 Drinking Water Quality Policy PP031 Code of Conduct
Related Procedures, Protocols, Statements and Documents	

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3 PURPOSE

This policy supports Goldenfields Water County Council's commitment to the management of quality performance standards that meet the expectations of customers, communities, constituent councils, and other stakeholders.

To ensure that any workplace under the management control of Goldenfields Water is focused on satisfying quality systems of work, provided through consultation, cooperation, and coordination by the PCBU and its workers.

4 SCOPE

This policy applies to all activities undertaken by Goldenfields Water County Council to support compliance with applicable standards, legislation, and other requirements in providing current and future supply of drinking water. It also supplies guidance to Goldenfields Water employees and contractors

5 DEFINITIONS

Workers – Means all persons employed by Goldenfields Water (employees) and contractors.

Official – Means board member (Councilors), staff or delegated persons as defined in the Local Government Act 1993

QMS – Quality management system

PCBU – Person conducting a business or undertaking

6 POLICY

Goldenfields Water is committed to managing its quality to consistently meet the needs of customers, communities, constituent councils, stakeholders, and other regulatory requirements. It's recognised that quality is the responsibility of all workers, and that management must lead in the development and implementation of a QMS. The QMS shall provision quality planning, assurance, control, and improvement which satisfies both Australian and International requirements.

The seven (7) key QMS principles as per ISO9001 are.

1. Customer Focus
2. Leadership
3. Engagement of Staff
4. Process approach
5. Improvement
6. Evidence-based decision making
7. Relationship Management

QMS principles will be achieved by.

- Establishment of measurable quality objectives for services delivered.
- Providing high quality efficient and cost-effective services that meet customers and community expectations.
- Manage water quality at all points along the delivery chain from source water to the customer, managed through the PP028 Drinking Water Quality Policy.
- Customer service processes that at minimum adhere to the Drinking Water Management System and Regulatory Assurance Framework (RAF).
- Provide workers with job satisfaction.
- Provide on-going training and education to equip workers with necessary skills and knowledge for competency in understanding, implementing, maintaining, and improving the QMS.
- Support the organisational strategic plans, strategies, and directions.
- Commit to implementation and continual improvement of our Quality Management System (QMS) in accordance with International Standard ISO 9001.
- Use resource ISO 18091:2019 providing guidance for application of ISO 9001 in local government.
- Comply with relevant standards, legislation, codes, contracts, and other requirements including demonstrating a professional duty of care in the performance of tasks.
- Act responsibly to achieve quality in conjunction with compliance to safety and environmental frameworks.
- Consider environmental sustainability in procurement when purchasing goods, services or materials while upholding quality commitments and objectives.
- Provision of adequate resources to achieve quality objectives, remain aware of the bounds of financial practicality through a risk-based management approach.
- Maintain, review, and audit this quality policy in association with QMS documents for suitability, performance against corporate commitments, customer/stakeholder expectations and continuous improvement.

All Goldenfields Water County Council workers and contractors extend their full support to this policy and commit to the continuous improvement process and providing customer satisfaction. This shall be achieved through actively participating in any QMS consultation, reporting all quality issues to management, comply with lawful direction, carry out work in accordance with policies, procedures, and approved work methods.

The leadership team are responsible for ensuring that the requirements of the QMS are communicated to workers and contractors, to ensure implementation at all workplaces within areas of their responsibility.

The Leadership Team shall:

- actively support the integration of the QMS as part of normal management.
- regularly report on QMS initiatives implemented and QMS performance of their department.
- 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.