MURRAY RIVER COUNCIL
COUNCIL POLICY

DRAFT
QUALITY
MANAGEMENT
POLICY

POL-315.V#1

murray river
council

1. INTRODUCTION

Murray River Council's ('Council') commitment to quality management across all of Council's services and functions provides a strong foundation for improving existing systems and the introduction and development of new systems allowing Council to standardise the systems approach, develop a continuous improvement methodology.

Council has developed its Quality Management Policy by drawing on the seven Quality Management Principles from AS/NZS ISO 9001 Quality Management System:

▸ Customer focus.

▸ Leadership.

▸ Engagement of staff.

▸ Process approach.

▸ Improvement.

▸ Evidence-based decision making.

▸ Relationship management.

2. OBJECTIVES

The purpose of this Quality Management ('QM') Policy is to communicate Council's commitment to managing quality and to establish clear expectations to ensure that all employees are aware of their responsibilities for quality management.

Council will:

▸ ensure a culture of continuous improvement by proactive planning, legislative compliance, sustainable development and risk management.

▸ learn, innovate, adapt for change and empower all employees to participate and contribute to organisational improvement to meet new challenges and requirements as they arise.

▸ maintain and regularly review its QM Policy and processes for the purpose of delivering value to its community and interested parties by determining their current and future needs and expectations.

3. SCOPE

This Policy relates to all Council operations, assets, employees and contractors providing services on behalf of Council.

This Policy does not confer any delegated authority upon any person. All delegations to employees are granted by the Chief Executive Officer, via the Delegation of Authority (CEO to Employees) Policy.

4. LEGISLATION

▸ Local Government Act 1993.

▸ Local Government Regulation 2021.

5. POLICY STATEMENT

Council has an ongoing commitment to provide a high level of service to its community.

Our quality management processes, principles and practices will contribute to Council achieving its objectives, helping it deliver quality services, focused decision-making, identifying priorities, promoting safety, minimising the impact of loss and contributing to and ensuring regulatory compliance.

The QM Policy will assist to achieve this by clearly articulating and communicating to all stakeholders the Council'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, participation, integrity, caring and results in quality outcomes for all of the Council's stakeholders.

Council aims to:

▸ Deliver high quality products and services that meet stakeholder needs and the community's requirements and expectations as outlined in Council's Community Strategic Plan.

▸ Demonstrate visible leadership within the organisation and in the community.

▸ Build and maintain effective stakeholder relationships.

▸ Ensure environmental, social and economic sustainability across Council's operations and strategies.

▸ Comply with statutory and regulatory requirements and commitments made by the Council.

▸ Achieve the goals and objectives of the Council's strategic and other short and long term plans.

▸ Adopt a 'right first time' attitude to each and every activity carried out by every employee in Council.

▸ Build a sense of quality into management practices and systems.

▸ Benchmark our performance in relevant areas to assist in the continuous improvement process.

▸ Ensure every employee understands that they are expected to contribute to the continuous improvement of Council and that they are to take responsibility for the quality of their own work, as well as the satisfaction of their customers, whether internal or external.

▸ Improve the assessment of process performance and ability to achieve objectives.

▸ Improving the overall effectiveness and efficiency.

▸ Develop and improve the capability of the organisation to deliver desired results.

▸ Establish measurable objectives for achieving the satisfaction of its customers, ratepayers and other stakeholders.

▸ Provide adequate resources to achieve this Policy and Council's quality objectives.

▸ Regularly measure organisational performance and the effectiveness through a process of routine audits, assessments and reviews.

▸ Demonstrate an ongoing commitment to identifying and introducing improvements to the way we work.

▸ Using a team approach to work.

6. ROLES AND RESPONSIBILITIES

Position	Responsibility
Council	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.
	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.

CEO	CEO is responsible, and accountable to the Council, for ensuring that the objectives of this Policy are met. The CEO is responsible for ensuring that processes and practices are developed, implemented, reviewed and maintained. The CEO 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 all stakeholders when making decisions on issues which may affect their quality performance.
Leadership Team (Directors, Managers and Supervisors)	The Leadership Team will: ▸ Take accountability for the effectiveness of the processes and practises and ensure that the QM policy and objectives are established in line with the context and strategic direction of Council. ▸ Ensure integration of quality management principles Council's overall business processes. ▸ Promote the use of the process approach and risk-based thinking. ▸ Ensure that the resources needed for quality management are available through the annual budget process. ▸ Communicate the importance of effective quality management to all employees and relevant stakeholders. ▸ Promote an ethos of continuous improvement in Council through education and training of our people and engagement with relevant interested parties. ▸ Regularly report to the CEO on quality management initiatives implemented.
All Council Employees	▸ All Council employees are to have knowledge of and to ensure compliance with this Policy and are responsible for their quality performance. ▸ Ensure that their areas of the organisation contribute to meeting Council's quality goals. ▸ Co-operate management to ensure that applicable legal and other requirements are met. ▸ Actively participate in any consultation on quality management. ▸ Immediately report all quality issues to management. ▸ Carry out their work activities in accordance with all Council policies, procedures and approved work methods.
Council Committees	To be aware of and adhere to this Policy.

7.   EVALUATION AND REVIEW

It is the responsibility of the Director Infrastructure to monitor the adequacy of this Policy and recommend appropriate changes.

This Policy will be formally reviewed every four (4) years or as needed, whichever comes first.

8. NON-COMPLIANCE

Non-compliance could result in a breach of the Code of Conduct Policy and/or disciplinary action.

9. ASSOCIATED DOCUMENTS, DEFINITIONS & ACRONYMS

External:

- Australian/NZ Standard: ISO 9001:2015 Quality management systems – Requirements
- Australian/NZ Standard: ISO 14001:2015 Environmental management systems – Requirements with guidance for use
- Australian/NZ Standard: ISO 45001:2018 Occupational health and safety management systems – Requirements with guidance for use
- Australian/NZ Standard: ISO 31000:2018 – Risk management – Guidelines

Internal:

- MRC Policy – Code of Conduct Policies
- MRC Policy – Risk Management Policy
- MRC Policy – Work, Health and Safety Policy
- MRC Framework – Risk Management Framework and associated documents
- MRC Framework – Work, Health and Safety Framework and associated documents.

(or any amended or replacement Policy).

Definitions:

Term	Definition
Council	Means Murray River Council.
Council Officer / Employees	An officer is defined as being one of the following: ▸ An employee, or ▸ A contractor or subcontractor, or ▸ An employee of a contractor or subcontractor, or ▸ An employee of a labour hire company who has been assigned to work in the person's business or undertaking, or ▸ An outworker, or ▸ An apprentice or trainee, or ▸ A student gaining work experience, or ▸ A volunteer ▸ Delegated Persons As defined in the Local Government Act 1993.
Customers	Individuals and organisations to which Council provides service. Customers include ratepayers, residents, asset users, consultants, developers, government departments and visitors to the Murray River Council local government area. Internal customers include other Council departments and Council employees.
Legal Requirements	Means any law, regulation, ruling, judicial decision, accounting standard, regulatory guidance or other legal requirement.

QM	Means Quality Management.
Quality Management	Means the act of overseeing all activities and tasks needed to maintain a desired level of quality.
Quality Management Principles	Means the set of fundamental beliefs, norms, rules and values that are accepted as true and can be used as a basis for quality management.
Quality Management System	Means a collection of business processes and functions aimed at continuous organisational improvement to ensure customer expectations and requirements are met.

10. DOCUMENT CONTROL

Version No.	Details	Dates	CM9 Reference	Resolution No.
1	Initial Issue	DRAFT	VF/20/410	N/A

Council reserves the right to review, vary or revoke this policy at any time
This Policy is scheduled for review in before 2028

NOTE:

This is a controlled document. If you are reading a printed copy please check that you have the latest version by checking it on Council's Electronic Document system. Printed or downloaded versions of this document are uncontrolled.

DISCLAIMER:

This document was formulated to be consistent with Murray River Council's legislative obligations and with the scope of Council's powers. This document should be read in conjunction with relevant legislation, guidelines and codes of practice. In the case of any discrepancies, the most recent legislation should prevail. This document does not constitute legal advice. Legal advice should be sought in relation to particular circumstances and liability will not be accepted for losses incurred as a result of reliance on this document.

It is recognised that, from time to time, circumstances may change leading to the need for minor administrative changes to this document. Where an update does not materially alter this, such a change may be made administratively. Examples include a change to the name of a Business Unit, position title or a change to the name of a Federal or State Government department, and a minor update to legislation which does not have a material impact. When such changes are made the version number will be amended and an extension added (e.g. V#1.1).