

SUBJECT:	QUALITY MANAGEMENT
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Portfolio Area:	Quality Management	Document Ref:	PS QM01
Applicable From:	November 2020	Version No.:	01

REVISION SCHEDULE:

EFFECTIVE DATE:	ALTERATION(S):	AUTHORISED:	
		Signed/Title	Date:
03/10/2017	Document reviewed prior to impending audit	Board	
11/11/2020	Updated due to impending QA Audit	Board	

1. SCOPE:

The purpose of this Policy Statement and related Operating Procedures supports the development of a quality culture as it relates to the Coromandel Valley Community Centre’s Management System and has been developed for the continual improvement of governance, finance, people and culture, work health and safety, risk and audit, administration, marketing and fundraising operations.

It is to ensure our delivery of service to community meet or exceed their needs and expectations.

The Community Centre’s (the Centre’s) quality framework consists of Policy Statements, Procedures, Work Instructions, Records and Forms.

The Quality Framework is applicable to all operations of the business.

2. POLICY STATEMENT:

The Board of Management (the Board) is committed to consistent and comprehensive quality assurance principles. To do this it will maintain a culture of quality within the organization that supports continuous improvement and evaluation. It will monitor and measure processes against policies, objectives and requirements and report the results, while developing and implementing processes to underpin quality service delivery to the community.



3. OBJECTIVES:

The objectives of this Policy Statement and associated procedures are to ensure that:

- The quality management system provides a framework for measuring and improving our performance
- The Centre is compliant with all legislative and regulatory obligations
- The quality management system enables continual monitoring and improvement
- Standards of governance and management are achieved.

4. GUIDING PRINCIPLES:

The development of Operating Procedures under this Policy Statement is based on the following guiding principles:

- Compliance, risk management and reliability underpin our quality assurance principles and we are committed to consistent and comprehensive quality assurance principles
- The commitment to a Quality Framework ensures that the practices and operations of the Community Centre are conducted in a consistent manner, with focus on quality and efficiency.

To achieve these principles we:

- Ensure that Procedures and Work Instructions comply with all relevant legislation, codes of practice and Australian and industry standards
- Ensure staff and volunteers comply with this Policy and associated procedures and work instructions
- Improve our performance and systems through our continuous improvement process
- Maintain quality management system certification to Australian Service Excellence Standards
- Provide education and training in order to improve our staff and volunteer skills, awareness, knowledge of quality assurance and practices
- Identify, report, investigate and resolve all issues and take action to prevent recurrence
- Maintain all relevant documentation to demonstrate compliance and facilitate process improvement.

5. RESPONSIBILITIES:

The Board of Management (the Board) is responsible for developing and approving a sound framework of organisational policies and procedures and ensuring quality of services.



6. CONSEQUENTIAL DOCUMENTS:

As a consequence of this policy statement and to guide its implementation, consequential documents i.e. Operating Procedures, Forms and Work Instructions will be developed and should be read in conjunction with this document.

APPROVED BY THE BOARD			
This Policy Statement supersedes all other Policy Statements in relation to Board and Governance and is applicable from the authorising date below.			
Authorising Officer	Position	Date	Signature
Heather Anderson	Chairperson	1-12-20	

