



Coastal Works - Quality Policy

Policy Statement:

Coastal Works (CW) has established this policy as a commitment to managing the quality issues associated with CW activities, products and services. The Policy underpins the development and continuous improvement of the quality components of the CW Integrated Management System (IMS).

It is developed with consideration of Coffs Harbour City Council's Risk Management Policy (DW:2817707), AS/NZS ISO 9001 - Quality Management Systems and any applicable quality legislation.

Director or Manager Responsible for Communication, Implementation and Review:

General Manager - Coffs Harbour City Council

Does this document replace an existing policy?

No

Related Legislation, Department of Local Government Circulars or Guideline:

AS/NZS ISO 9001 - Quality Management Systems

Refer *Coastal Works - Legal Requirements Procedure (PRO-003)* for further information.

Application:

It is mandatory for all CW staff, contractors and volunteers to comply with this policy.

Distribution:

This policy will be provided to all CityWorks staff by QSE and:

ü Internet ü Intranet ü Email ü Noticeboard ü Dataworks ü DataWorks ü QSE

Approved by: Steve McGrath

CDT [Meeting date]

13 December 2011

Signature:

General Manager

Date of Effect: 13 December 2011

Date of next Review:

Date of Distribution:

Dataworks Number: 2973204

1. Introduction

The Quality Policy has been developed to detail the General Manager - Coffs Harbour City Council's commitment to developing, implementing and maintaining a management system to assist CW in providing quality products and services, whilst improving client and customer satisfaction. This policy is also a starting point in achieving this and has been developed with consideration of AS/NZS ISO 9001 – Quality Management Systems.

2. Definitions

N/A

3. Policy content

Coastal Works is committed to maintaining and enhancing its reputation for the efficient, cost effective and timely performance of contracts completed to the customer's satisfaction.

To achieve this objective, we will:

- Communicate this policy and associated procedures to all employees and other stakeholders as appropriate to ensure they are aware of their responsibilities for quality and service standards
- Provide products and services that meet or exceed the standards prescribed in relevant agreements, contracts, codes and legislation
- Deliver added value to our clients by identifying, monitoring and responding to their needs, expectations and levels of satisfaction
- Set measurable objectives and targets at relevant levels within Coastal Works and provide appropriate feedback to relevant employees of their performance
- Seek to continually review and improve the effectiveness of the Coastal Works quality management system and its integration with other management systems
- Ensure that where quality control and audit functions are established, their operation is always supportive of the activities being performed while fulfilling their special assurance role
- It is the responsibility of each Manager/Supervisor to implement this policy in the area of activity for which they are accountable

For further detail on the Coastal Works Integrated Management System and its implementation, see the ***Coastal Works - Integrated Management System Manual (MAN-001)***.

4. Consultation

The following were consulted during the development of this procedure:

- General Manager - Coffs Harbour City Council
- Director - City Services
- Group Leader - Coastal Works
- Assistant Manager Safety and Organisational Development
- Governance and Legal Services Manager
- IMS team

5. Responsibilities

The General Manager - Coffs Harbour City Council is responsible for ensuring the commitment made by this Policy is met.

However, in approving this policy, the General Manager appoints the Director – City Services as the Management Representative according to Clause 5.5.2 AS/NZS ISO 9001 – Quality Management Systems.

The Director - City Services is therefore responsible for the:

- Development, implementation, monitoring, review and continuous improvement of this system
- Ongoing communication and consultation with the General Manager regarding the performance of the system.

All people working for or on behalf of Coastal Works are responsible for the implementation of this policy.

For further details regarding responsibilities see the **Coastal Works - Roles and Responsibilities Procedure (PRO-026)**.

6. References

AS/NZS ISO 9001:2008 - Quality Management Systems (Clause 5.3)

Related Council documents

- Coastal Works - Legal Requirements Procedure (PRO-003)
- Coastal Works - Integrated Management System Manual (MAN-001)
- Coastal Works - Roles and Responsibilities Procedure (PRO-026)
- Risk Management Policy (DW2817707)

7. Appendices

- Appendix 1 - Display version of the Coastal Works - Quality Policy

8. Table of Amendments

Amendment	Authorised by	Approval reference	Date



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- Seek to continually review and improve the effectiveness of the Coastal Works quality management system and its integration with other management systems
- Ensure that where quality control and audit functions are established, their operation is always supportive of the activities being performed while fulfilling their special assurance role
- Ensure each Manager/Supervisor implements this policy in the area of activity for which they are accountable

For further detail on the Coastal Works Integrated Management System and its implementation, see the ***Coastal Works - Integrated Management System Manual (MAN-001)***.

RESPONSIBILITIES

The General Manager - Coffs Harbour City Council is responsible for ensuring the commitment made by this Policy is met.

However, in approving this policy, the General Manager appoints the Director - Sustainable Infrastructure as the Management Representative according to Clause 5.5.2 AS/NZS ISO 9001 - Quality Management Systems.

The Director - Sustainable Infrastructure is therefore responsible for the:

- Development, implementation, monitoring, review and continuous improvement of this system
- Ongoing communication and consultation with the General Manager regarding the performance of the system.

All people working for or on behalf of Coastal Works are responsible for the implementation of this policy.

For further details regarding responsibilities see the ***Coastal Works - Roles and Responsibilities Procedure (PRO-026)***.

Steve McGrath (General Manager)