



# QUALITY CONTROL POLICY

Adoption Date: DD/MM/YYYY

Review Date: DD/MM/YYYY

Responsible Officer: Director of Engineering/Technical Services

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## 1. POLICY STATEMENT

Walgett Shire Council is committed to serving its ratepayers and customers in a manner that consistently meets their quality expectations. Council is committed to providing a system to continually improve its quality standards in the management of council operations and the supply of local government services. All Council employees and contractors have a responsibility for implementing this Policy.

## 2. OBJECTIVE

In meeting our commitment of serving the needs of our community, Council will:

- Demonstrate commitment and leadership through all its Directors and Managers;
- Identify the changing needs and expectations of our customers;
- Maintain processes and procedures which ensure that these changes are accommodated;
- Clearly define quality standards for employees;
- Incorporate quality assurance into the business planning cycle so that objectives can be set, plans formulated, and performance measures determined and reviewed for the purpose of complying with Local Government best practice standards and regulatory requirements;
- Train and develop our employees to ensure they have the necessary skills and knowledge to work and to contribute to ongoing improvements in quality performance; and
- Allocate resources to meet the commitments of the policy

Council is also committed to the continual improvement of its products and services to achieve increased ratepayer/customer satisfaction as well as to ensure compliance with the requirements of Council's Integrated Management System.

## 3. Policy Status

This is a new Policy

## 4. Policy Review

This Policy may be amended at any time and must reviewed at least twelve months since its adoption (or latest amendment).