

QUALITY STANDARDS AND CONTROLS POLICY

SCOPE

This Policy applies to all Banana Shire Council staff including the Chief Executive Officer, Directors, Managers, Volunteers, Apprentices, Trainees and Suppliers who perform Council activities.

LEGISLATION

Local Government Act 2009

ISO AS/NZS 9001:2015 Quality Management Systems

ISO 14001:2015 Environmental Management Systems

OBJECTIVE

This policy outlines Council's commitment to consistently provide high quality products and services while enhancing customer satisfaction and continually improving the effectiveness of the Quality Management System.

DEFINITIONS

Council	Banana Shire Council
Approval	The process by which all corporate documents are to be reviewed and recorded by Council's Project and Quality Advisor prior to submission to EMT or relevant stakeholders for approval and adoption.
EMT	Council's Executive Management Team (comprising of the CEO, Director Infrastructure Services, Director Council Services, Director Corporate and Community Services, Manager of People and Governance and Manager of Process and Performance).
ISO9001:15	An International standard that specifies requirements for Quality Management Systems (QMS) with the intention of meeting the highest of standards.
Quality Controls	Processes or steps undertaken by Council's Project and Quality Advisor and other designated personnel whose responsibility is to review documentation; ensuring it meets corporate standards, complies with the international standards and corporate policies, prior to submission to EMT or relevant stakeholders.
Quality Objectives	Statements of outcomes to be achieved stated throughout this policy.

Quality
Management
Systems

Any software, processes, programs or corporate applications used to meet quality outcomes for Council and the community which are applied to assess, record and archive.

OUR VISION

Banana Shire Council has adopted the following vision:

“Shire of Opportunity”

This refers to the improvement of the quality of life for our communities, through the delivery of efficient and effective services and facilities.

OUR MISSION STATEMENT

The Council is committed to promoting and striving for continuous improvement in all that we do, for the benefit and growth of the whole of our shire.

OUR VALUES

How we accomplish our mission is as important as the mission itself. Fundamental to success for Council are these basic values:

- Advocacy for our people
- Effective and responsible leadership
- Integrity and mutual respect
- Honesty, equity and consistency in all aspects of Council’s operations
- Quality of service to our citizens
- Work constructively together, in the spirit of teamwork
- Sustainable growth and development

POLICY

The application of consistently providing high quality products and services shall be achieved through meeting the requirements of the following standards:

- ISO 9001:2015 Quality Management System
- ISO 14001:2015 Environmental Management System
- Other statutory and regulatory requirements, where applicable

At Banana Shire Council we value the wellbeing of those working for and on behalf of Council, our customers, the community and the environment in which we operate. Council is committed to providing citizens and customers of Banana Shire Council efficient and effective services as a priority while maintaining responsible quality management and practices that minimise any adverse impacts arising from our operations, procedures, products and services.

Council ensures this is maintained via the Quality Objectives outlined below:

- Quality Service – to provide high quality council services which meet international standards (ISO2001:15) and corporate policies.

Title: Quality Standards and Controls Policy
Function/Activity: Administration, Executive and Governance

Responsible Department: Infrastructure Services

Adopted: 23/05/12 OM001881
Reviewed/Amended: 28/08/23 OM002455; 06/10/16 OM003554;
28/03/18 OM004007; 21/05/19 EMT Meeting
Approved by CEO 28/2/2024

- Continuous Improvement – to regularly review and revise corporate policies, procedures and documents to ensure compliance with standards have been adopted.
- People valuing – to enable and realise the value of all communities and employees through a workable, achievable and consistent approach to meeting international/ national standards.
- Teamwork – to recognise the contributions of all individuals through a team approach to securing approval of all corporate policies, procedures and documents through quality controls.

To support the accomplishment of our Quality Objectives, a documented Quality Management System has been implemented to the requirements of ISO AS/NZS 9001:2015. The Quality Policy will be reviewed every three years to ensure its suitability is maintained for both Council and citizens of the shire. Banana Shire Council has established Key Performance Indicators ([BSC-QM-02-002](#)) in order to ensure the effectiveness of the quality objectives and to allow for improvement within the system.

The role of all Council employees is to contribute to the ongoing enhancement of the services delivered to the citizens of the shire. Council's ability to deliver these are based on providing staff with the correct training tools, resources and leadership needed to achieve the mission of the shire.

It is a requirement of Council that all employees, stakeholders and contractors comply with this policy at all times through commitment and delivery of Council activities that they are responsible for within Banana Shire Council.

PROCEDURE

Procedures as approved and issued by the Chief Executive Officer, and subject to further revision, amendment and issue under the authority of the Chief Executive Officer.

CERTIFICATION


 CHIEF EXECUTIVE OFFICER
 BANANA SHIRE COUNCIL

05/03/2024
 DATE