

QUALITY POLICY – REGIONAL SERVICES MANAGEMENT DIRECTIVE



1 Scope

This policy applies to the design, construction and maintenance of transport and drainage infrastructure in the Rockhampton Region.

2 Purpose

The purpose of this policy is to provide a quality management system to ensure the delivery of quality products and services that meet customer expectations and the requirements of ISO 9001:2015 Standard.

3 Related Documents

3.1 Primary

Nil

3.2 Secondary

Quality Management System – Requirements - ISO 9001:2015

Regional Services Integrated Management System Manual

Strategies and Objectives Register

Summary of the Quality Policy – Regional Services

4 Definitions

To assist in interpretation, the following definitions apply:

Contractor	A person, organisation or entity that performs a specific act or acts including the provision of services and/or materials to another person, organisation or entity under an agreement enforceable by law.
Council	Rockhampton Regional Council
Employee	Local government employee: (a) The Chief Executive Officer; or (b) A person holding an appointment under section 196 of the <i>Local Government Act 2009</i> .
IMS	Integrated Management System
Region	Rockhampton Regional Area defined by the Local Government Areas of Queensland.
Regional Services	For the purpose of this policy, the Civil Operations Section and Civil Design Unit.

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Transport and Drainage Infrastructure	Including but not limited to paths, cycle ways, stormwater drainage and culverts, bridges, roads, road furniture, street lighting and traffic signs.
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5 Policy Statement

Council's Regional Services Department provides design, construction, and maintenance services for transport and drainage infrastructure on Council, State Controlled and Federal roads.

Regional Services is guided by Council's Corporate Plan and bases its departmental strategy upon the following:

- (a) Providing community infrastructure that meets current and future needs;
- (b) Planning and prioritisation of future projects; and
- (c) Maintenance of assets to an acceptable standard.

Regional Services ensures all requirements of internal and external customers, including related legal requirements are met by:

- (a) Accurately identifying customer requirements;
- (b) Meeting customer timeframes for the delivery of services and information;
- (c) Ensuring employees and contractors at all levels are appropriately trained and competent;
- (d) Focusing on client and community needs, through technical expertise, community involvement and commitment to service; and
- (e) Meeting all legal and legislative requirements.

Regional Services has established, implemented and maintains a IMS based on the requirements of ISO 9001:2015. In line with the requirements of the standard, Regional Services commits to:

- (a) Satisfying applicable requirements placed on it by itself, customers, relevant standards (including ISO 9001:2015), and relevant statutory and regulatory authorities; and
- (b) Continually improving the IMS.

As one means of facilitating quality management and achieving continual improvement, Regional Services sets itself quality objectives at relevant functions, levels and processes of the department, which it endeavours to achieve. Quality objectives are recorded in the department's current Strategies and Objectives Register and are regularly reviewed for achievement at IMS management reviews.

This policy has been implemented by Regional Services and is available to all employees, contractors and interested parties. Management requires all employees and contractors to support this policy and to be proactive in the implementation and ongoing improvements of the IMS.

6 Review Timelines

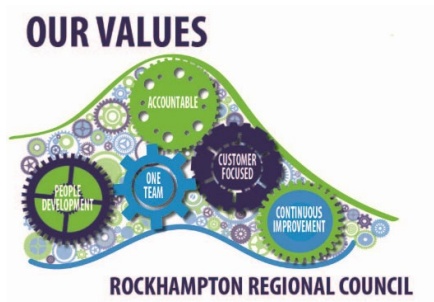
This policy is reviewed when any of the following occur:

- (a) The related information is amended or replaced; or
- (b) Other circumstances as determined from time to time by the CEO.

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7 Document Management

Sponsor	Chief Executive Officer
Business Owner	General Manager Regional Services
Policy Owner	Manager Civil Operations
Policy Quality Control	Legal and Governance



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