



# QUALITY POLICY

**POLICY NUMBER: EXEC-OD-004**

## PURPOSE

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To provide guidance and direction to all stakeholders of the City of Kalgoorlie-Boulder (the City) in respect to the attainment of excellence and quality outcomes through a continuous improvement philosophy underpinned by the implementation of, and adherence to, internationally accredited quality and business excellence standards with the objective of ensuring stakeholder satisfaction and loyalty and community wellbeing.

## SCOPE

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This policy applies to all City officers.

## DEFINITIONS

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**CEO** means the Chief Executive Officer of the City.

**City** means the City of Kalgoorlie-Boulder.

## POLICY STATEMENT

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The City values, and is committed to, the pursuit of excellence. Through the implementation and effective deployment of accredited business excellence and quality systems and by embracing a quality and excellence culture, the City aims to:

- Deliver high quality products and services that meet stakeholder needs and residents aspirations;
- Demonstrate visible leadership within the organisation and in the community;
- Build and maintain effective stakeholder relationships;
- Comply with statutory and regulatory requirements;
- Achieve the goals and objectives of the City's strategic and other short and long term plans.

## POLICY DETAILS

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### 1. City's commitment

- a. The City values and is committed to, the pursuit of excellence and quality. To help achieve this objective the City will:



- Implement and maintain business excellence and quality management systems that will be subjected to rigorous audit and review and assessment and accreditation using internationally recognised business excellence and quality standards, with the objective being, to deliver better outcomes for all stakeholders;
- Provide opportunities for participation by stakeholders in the design and delivery of products and services;
- Provide adequate resources including training and education to elected members, staff and contractors;
- Consult with employees on matters which affect them to encourage employee participation;
- Communicate this policy to all staff, contractors and other stakeholders as well as making this policy available to the general public on the City's web-site and displayed at Council facilities.

## **2. High quality service delivery**

- a. The City is responsible for providing a broad range of products and services and is committed to ensuring that those products and services are of a consistently high level of quality.
- b. The provision of high quality products and services is achieved through the adoption of, and adherence to, quality principles, and is supported by an effective and accredited Business Management System.

## **3. Demonstration of competency**

- a. Commitment to and the effective deployment of this policy, will demonstrate the competence of the City to its stakeholders. The Quality Policy will assist to achieve this by clearly articulating and communicating to all stakeholders the City's commitment to excellence and quality objectives.
- b. Effective deployment of this policy will help achieve continuous improvement of an organisational culture and working environment that embraces the values of excellence, relationships, vibrancy and wellbeing and results in quality outcomes for all of the City's stakeholders.

## **4. Measurement of performance**

- a. Performance will be measured by providing opportunities to stakeholders to rate the City's performance and provide their feedback. The results will also be benchmarked to the results of other local authorities and business excellence partners.
- b. Achievement of the Quality Policy objectives involves elected members, staff and contractors, who are individually and collectively responsible for the quality of their work. Success will also require the co-operation of external stakeholders who will be called upon from time to time to provide valuable inputs, insight and feedback and to help rate the City's performance. The City's commitment to this policy and performance will be monitored by the City's Elected Members and management teams through regular performance reporting and management reviews and by tracking improvements to the City's performance results, business systems, procedures and processes.



## COMPLIANCE REQUIREMENTS

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## RELEVANT DOCUMENTS

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DOCUMENT CONTROL		
Responsible department	OCEO	
Date adopted by Council	28 August 2023	
Date of last review		
Date of next review		