Quality Policy

Document Owner	Managing Director or Delegate
Document Status	Active
Document Security Classification	Confidential
Dissemination Limits	For Official Use Only
Special Requirements	nil

1 Purpose of Policy

The Quality Policy outlines the scope of the management system. It has been developed to establish Artius's commitment to quality, establish key objectives for the business and ensure client satisfaction.

Objectives

The Artius Quality Management System (AQMS) objectives are:

- Consistently provide services that meet customer's needs;
- Consistently provide services that meet statutory and regulatory requirements;
- Enhance customer satisfaction;
- Ensure Continuous improvement; and
- Provide assurance of conformity with customer, statutory and regulatory requirements.

2 Scope

The scope of the AQMS applies to all operational activities and employees of the Artius.

3 Policy Statement

The AQMS is based on the following Standards:

- AS/NZS ISO9004: 2009 Managing for Sustained Success Standard;
- AS/NZS ISO9001:2015 Quality Management Systems Standard;
- AS/NZS ISO31000: 2009 Risk Management Principles and Guidelines;
- National Standards for Disability Services – Department of Social Services; and
- National Mental Health Service Standards – Department of Health.

The AQMS aims to combine the elements of each of these complementary systems to achieve sustained success for the Artius Group.

Sustained success is defined as the ability to meet the needs and expectations of our customers and stakeholders over the long term and in a balanced way.

The Executive Management team are committed to achieving independent third party certification against the standards to ensure compliance and facilitate continuous improvement of the AQMS.

Quality Principles

The AQMS is built on 8 key principles which are based on the ISO9000 Quality Management principles and the Australian Business Excellence Framework.

- Principle 1 – Customer focus
- Principle 2 – Leadership
- Principle 3 – Involvement of people
- Principle 4 – Process approach
- Principle 5 – System approach to management
- Principle 6 – Continual improvement
- Principle 7 – Factual approach to decision making
- Principle 8 – Mutually beneficial supplier relationships

All management decisions and allocation of resources are based on these principles.

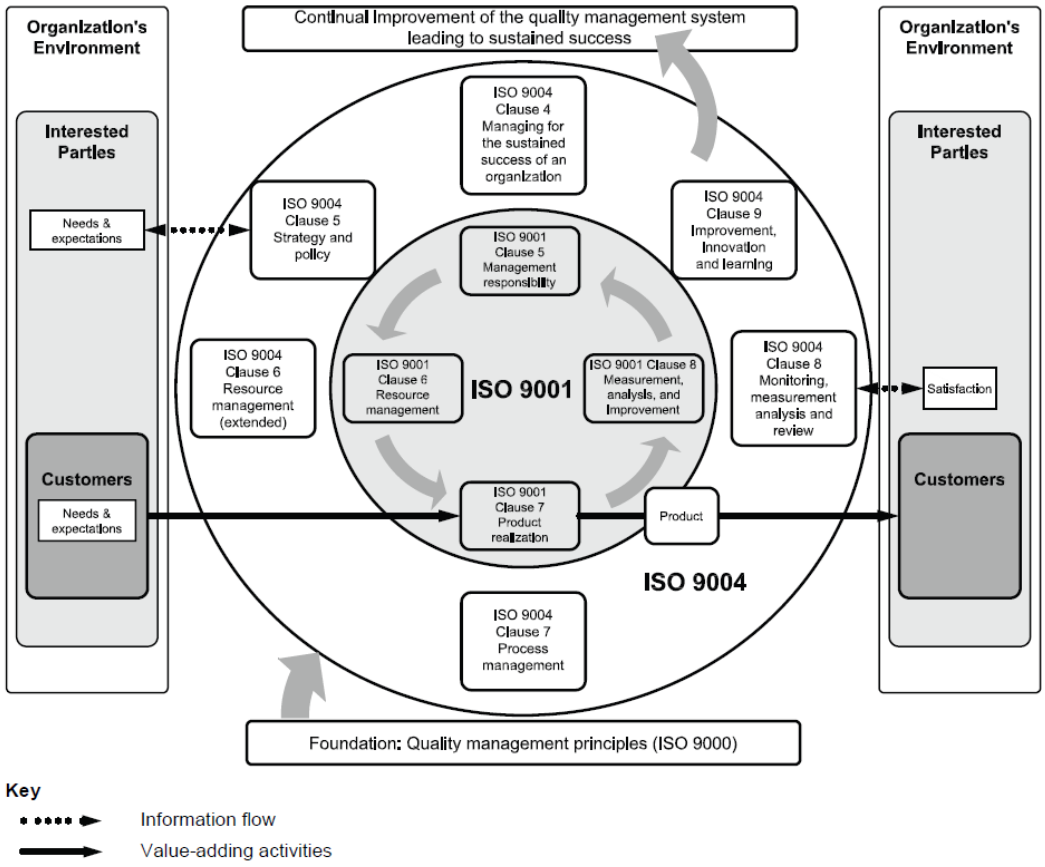
Resources are assigned to plan, implement, monitor, measure, analyse and continuously improve the AQMS in accordance with the AS/NZS ISO9001:2015 Quality Management Systems Standard.

The Artius Quality Management System (AQMS) objectives are incorporated into the Artius Balanced Scorecard to embed them throughout the organization and are reviewed annually to ensure continued suitability.

4 Procedures

The AQMS is graphically displayed in Figure 1: Artius Quality Management System.

Figure 1: Artius Quality Management System



Inputs

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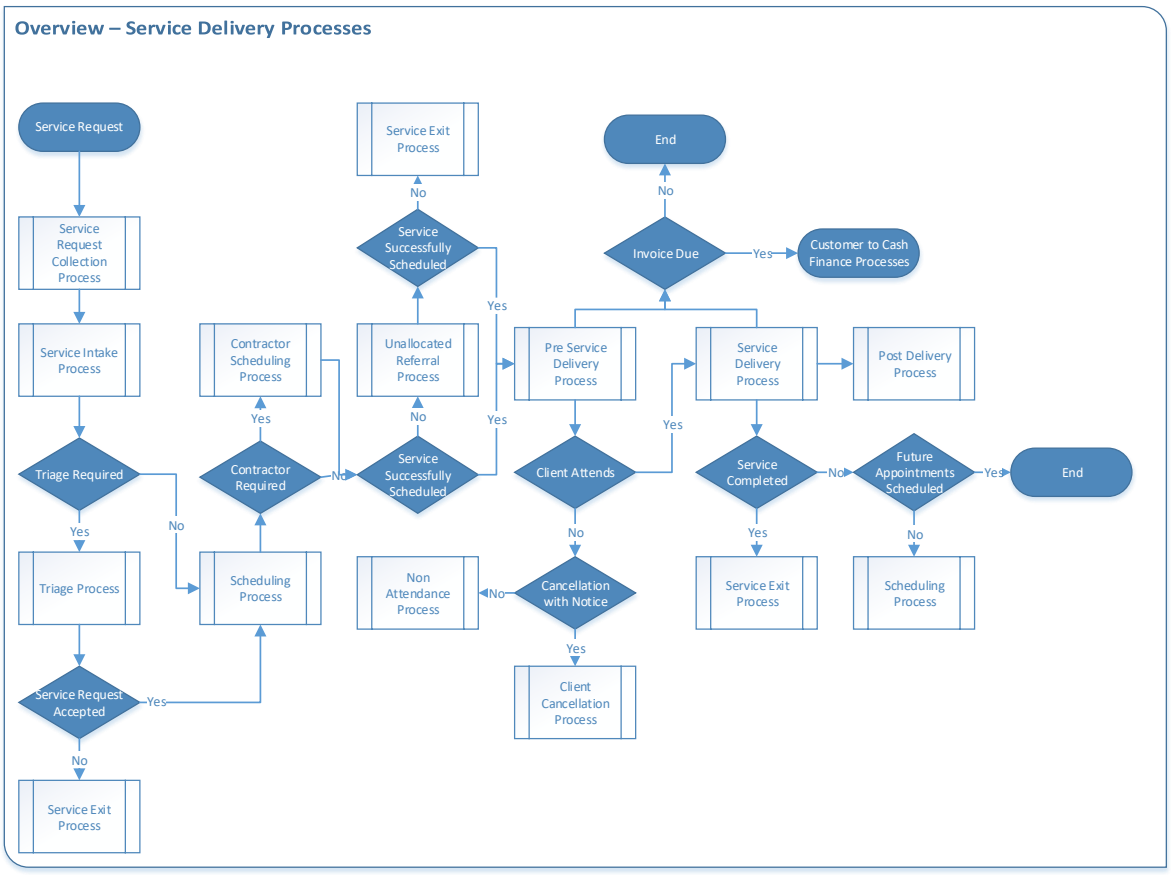
Inputs to the system include:

- Environmental scans to identify opportunities and threats;
- Feedback from customers and stakeholders regarding their needs and expectations and satisfaction with the services;
- Service process and performance data from internal audits and process monitoring.

Processes

The essential processes for the effective implementation and continuous improvement of the AQMS are illustred below.



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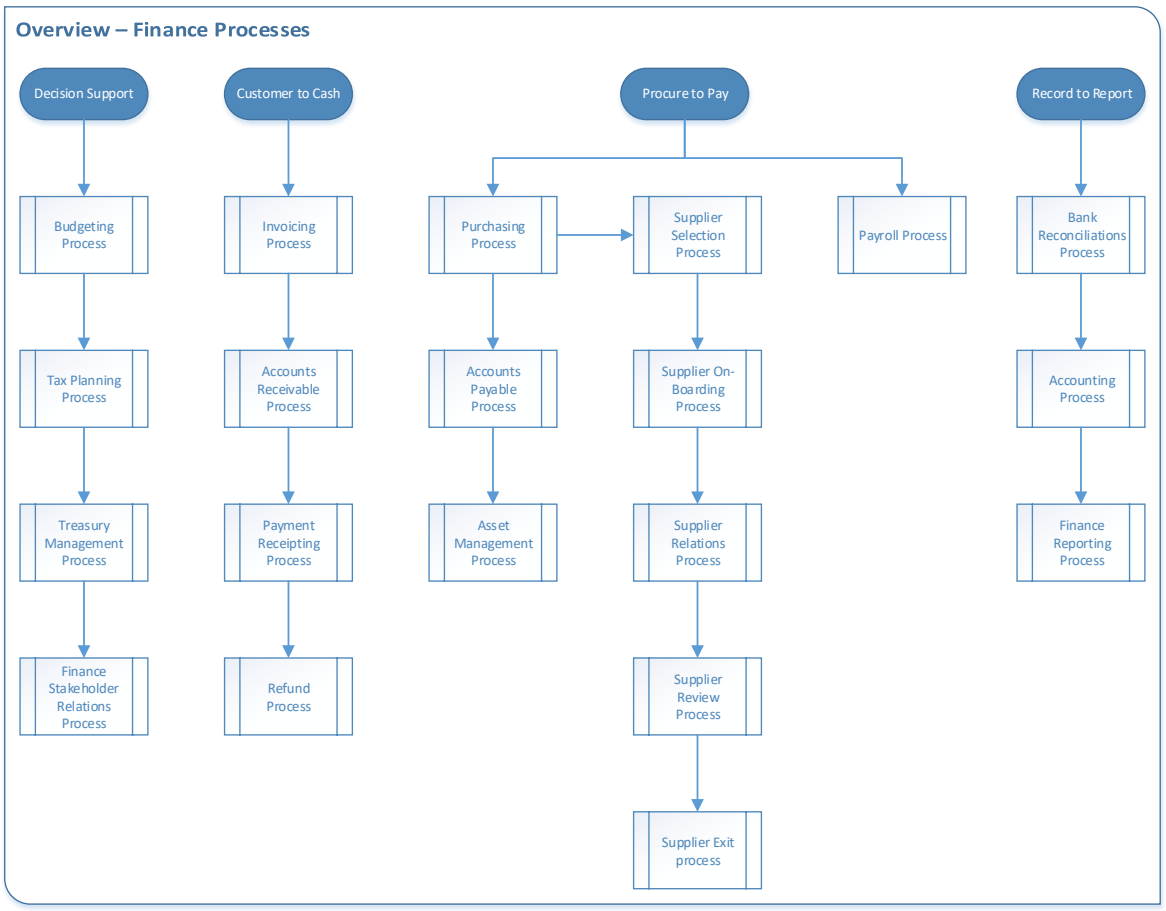

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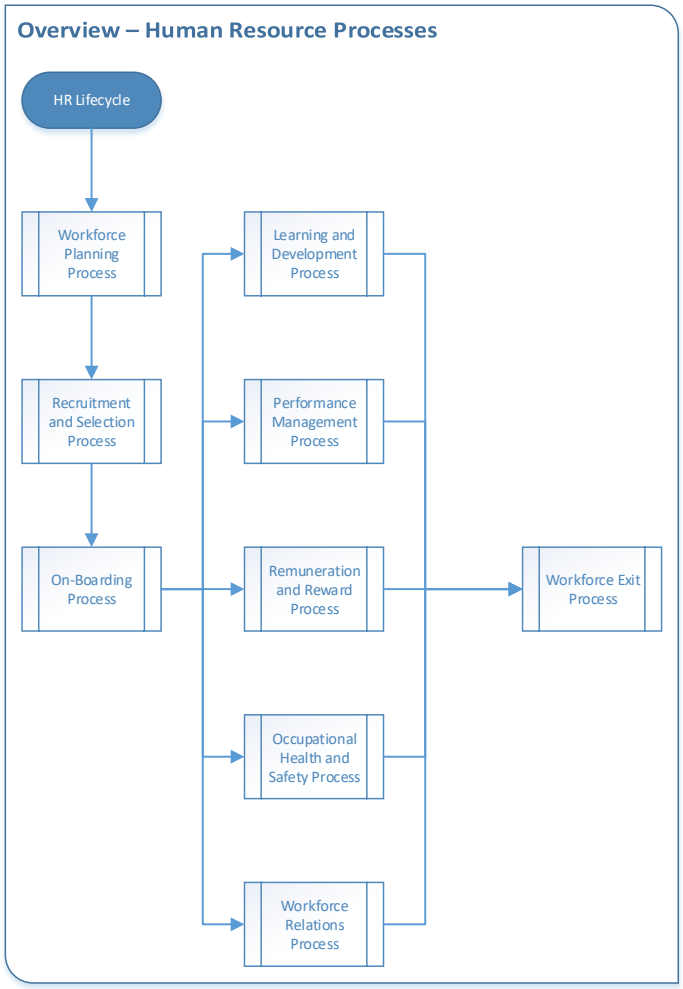

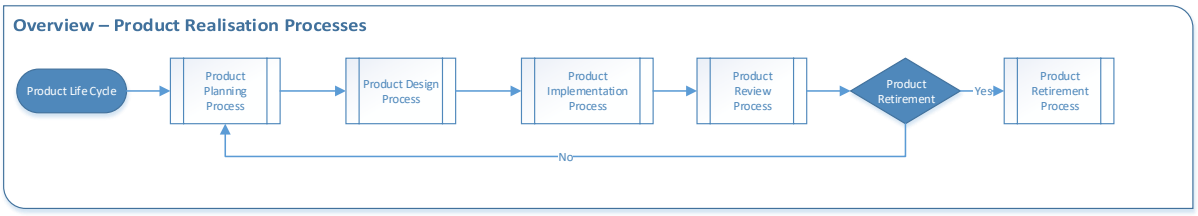

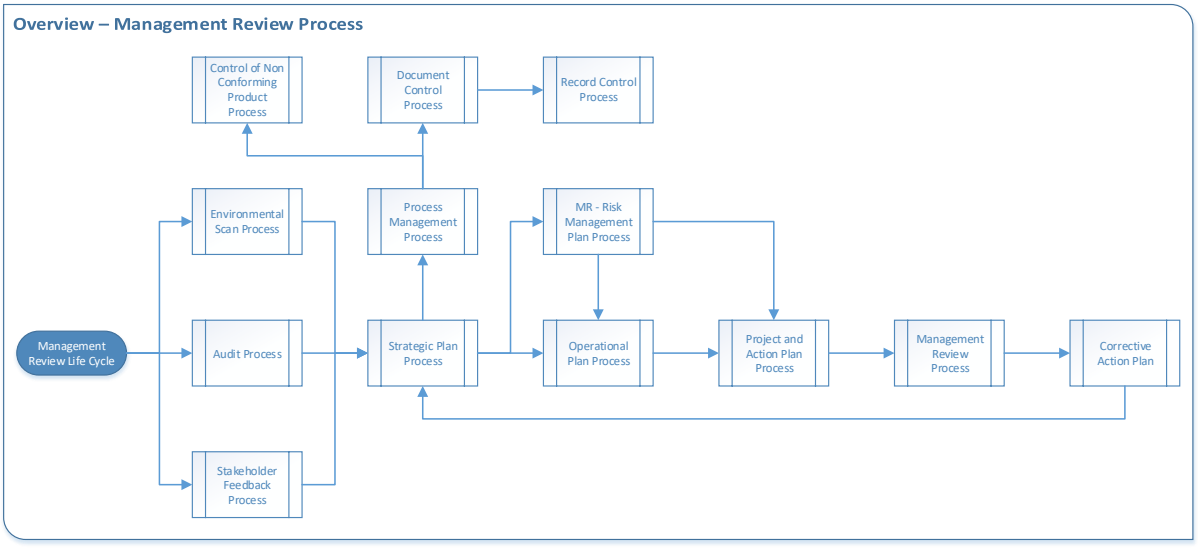

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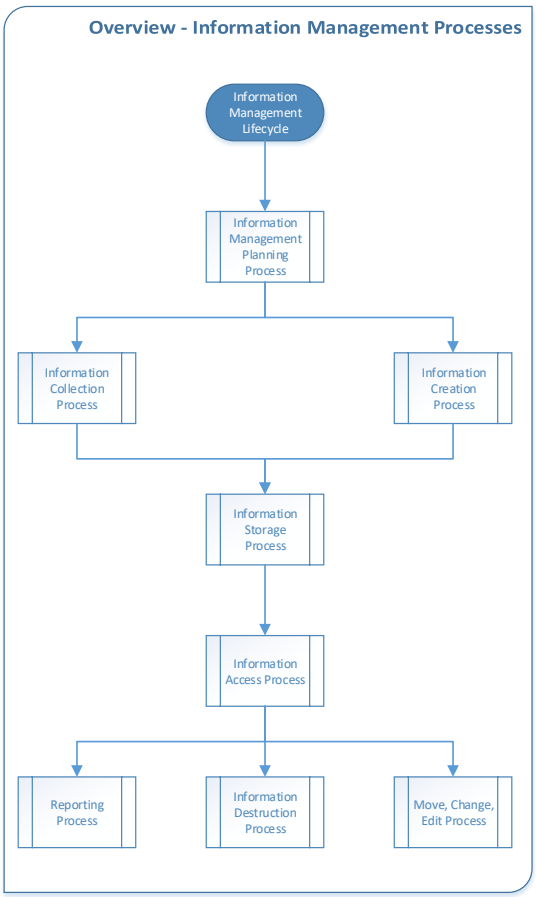

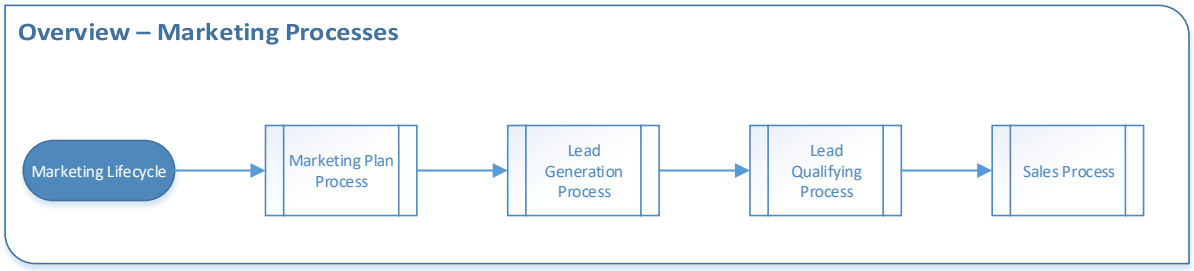

Outputs

The outputs of the AQMS are:

- Continuous improvement in the system leading to sustained success;
- Consistently providing services that meet customer's needs;
- Consistently providing services that meet statutory and regulatory requirements;
- Enhancing customer satisfaction; and
- Providing assurance of conformity with customer, statutory and regulatory requirements.

5 Related Legislation and Regulations

- ISO9000:2005, Quality Management Systems – Fundamentals and Vocabulary
- AS/NZS ISO9001:2015 Quality Management Systems Standard
- AS/NZS ISO9004:2009 Managing for Sustained Success
- AS/NZS ISO31000: 2009 Risk Management Principles and Guidelines
- National Standards for Disability Services – Department of Social Services

- National Mental Health Service Standards – Department of Health

6 Related Internal Documents

- Quality Manual
- Standard Operating Processes – Service Delivery
- Standard Operating Processes – Finance Management
- Standard Operating Processes – Product Realisation
- Standard Operating Processes – Management Review
- Standard Operating Processes – Information Management
- Standard Operating Processes – Marketing Management
- Standard Operating Processes – Human Resources Management

7 Definitions

List definitions of key terms and concepts related to this policy.

8 Version Control

Next Review Date: April 2019

Version	Date	Amendment
1.0	25 May 2017	New Document – Quality Policy transformed into new Policy template.
2.0	27 April 2018	Updated referernces from ISO 9001: 2008 to 9001: 2015
3.0	22 May 2019	Edited scope