



*Diamantina Shire Council*  
**QUALITY POLICY STATEMENT**

Authorised by  
Chief Executive  
Officer

One of councils four core values is that of quality, as such the Diamantina Shire Council will maintain and continually improve through our quality management system, a level of product quality and reliability of supply that will meet or exceed the expectations of all our clients, stakeholders, community and the needs of the council.

To achieve this objective, we will ensure that we:

- Provide, maintain and continually improve an environment conducive to high quality work;
- Seek to continually improve the quality management system, our processes and procedures and our human and other resources by utilising feedback from customers, employees, community and suppliers and through management review meetings;
- Endeavour to consistently meet or exceed our clients' expectations with regards to excellence in quality, timeliness and cost effective solutions;
- Respond to negative feedback by acting immediately and decisively, thereby improving our service delivery and resilience;
- Identify, report, investigate and resolve all non-conformances and take action to prevent recurrence;
- Maintain and calibrate equipment to meet or exceed the applicable standard or statutory obligation;
- Ensure we maintain regular communication with all stakeholders to promote an awareness of our commitment to meet their needs and expectations;
- Uphold regulatory compliance including ongoing review of statutory obligations, standards and codes of practice that apply to council's business;
- Educate and train our people to continually improve their skills, awareness and knowledge to foster core values in quality excellence and practices;
- To ensure council maintains exceptional professional practices and quality of standards of service;
- To maintain and monitor a culture that supports all of these objectives;

The quality management system is designed to meet and exceed the requirements of ISO 9001:2015. This signed statement of Policy confirms our personal commitment to ensure Diamantina Shire Council workplaces utilise best practices in delivering a quality product or service to our customers, and to encourage our employees and suppliers for their commitment to the council's quality policy.

Date 1 / 12 / 2020

Leon Love CEO