QUALITY MANAGEMENT POLICY

Policy Particulars			
Policy number	BQM	Version	1
Drafted by	General Manager Corporate Governance	Approved on	29 July 2020
Responsible person	General Manager Corporate Governance	Scheduled review date	July 2021

INTRODUCTION

The adoption of a quality management system is a strategic decision for an organisation that can help to improve its overall performance and provide a sound basis for sustainable development initiatives.

The potential benefits to an organisation of implementing a quality management system based on the international ISO 9001:2015 standard, are:
- the ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements;
- facilitation opportunities to enhance customer satisfaction;
- addressing risks and opportunities associated with context and objectives;
- the ability to demonstrate conformity to specified quality management system requirements.

PURPOSE

This policy provides a framework for CVGT's quality management system and describes CVGT's strategic approach to quality management and continual improvement.

This policy applies to all directors, officers and employees of CVGT.

This policy is consistent with International Standard ISO 9001:2015 (Quality Management Systems) and is supported by related procedures.

POLICY

CVGT adopts a risk-based approach to quality management and continual improvement which is guided by our purpose and strategic objectives with a strong commitment to quality and excellence.

CVGT recognises that everything we do in the day to day operation of our business could impact our desire to achieve the highest possible performance and takes a proactive approach to ensuring that our Quality Management System (QMS) continually strives to deliver a quality service to all of our customers.

QUALITY MANAGEMENT SYSTEM (QMS)

CVGT shall establish, implement and maintain and continually improve a quality management system, including the processes needed and their interactions, to consistently provide products and services that meet both customer and regulatory requirements.

CVGT's Quality Management System (QMS) supports the development of a quality culture in which all staff assume responsibility for quality and engage in quality management at all levels and areas of the organisation.

CVGT's QMS has been developed in accordance with the requirements of the ISO 9001:2015 international standard to ensure:

- the alignment of people and resources is guided by the CVGT Strategic Plan;
- the alignment of CVGT's planning, quality and risk management systems, and their integration into all areas of CVGT's operations;
- there is a clear focus on CVGT's stakeholders, fostering cross-unit collaboration, exchange of 'best practice' and critical self-evaluation;
- a whole-of-organisation approach that reflects CVGT's governance and organisational structure with clear responsibilities and accountabilities; and
- there is continual improvement and innovation.

AUTHORISATION

David Richardson
Chair, Board of Directors
CVGT Australia Limited
29 July 2020

RELATED DOCUMENTS

International Standard *Quality management systems - Requirements* (ISO 9001:2015)
CVGT Strategic Plan
Delegations of Authority Policy
Policy Framework Policy
Governance Framework Policy
Compliance Framework Policy
Risk Management Policy

DEFINITIONS

- **Culture** can be thought of as a system of shared attitudes and values that shape behaviours of an institution.
- **Customers** means organisation/person receiving a product, either internally or externally, and includes stakeholders, government departments, employers, jobseekers, participants or other clients.
- **Employee** means staff, volunteers, agents and contractors (including temporary contractors) of CVGT.
- **Quality management system (QMS)** means a collection of business processes focused on consistently meeting customer requirements and enhancing their satisfaction. It is aligned with an organisation's purpose and strategic direction (ISO9001:2015). It is expressed as the organisational goals and aspirations, policies, processes, documented information and resources needed to implement and maintain it.

DOCUMENT CONTROL

Version	Latest Review Date	Revision Date	Summary of Changes
1	29 July 2020	July 2021	Approved and adopted by the Board