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| **Particulars** | | | |
| **Reference** | BQM | **Version** | 3 |
| **Drafted by** | General Manager Corporate Governance | **Approved on** | 25 May 2022 |
| **Responsible person** | General Manager Corporate Governance | **Scheduled review date** | May 2024 (2 years) |
| **Authorising Authority** | Board of Directors | **Endorsing Authority** | Audit & Risk Sub-Committee |

## PURPOSE

The purpose of this policy is to articulate CVGT's commitment to quality management and continual improvement. It sets out, at a high level, CVGT’s approach to delivering quality services that strive to exceed customer expectations.

**SCOPE**

This policy applies to Board directors, officers and staff (including full time, part time, casual employees) of CVGT Australia. The policy is also applied in the management of contractors, volunteers and consultants of CVGT.

## POLICY

CVGT is committed to quality management and continual improvement to consistently deliver quality services that meet the needs of our customers and stakeholders. To support this commitment, CVGT will implement, maintain and continually improve the quality management component of the Integrated Management System (IMS) in accordance with ISO 9001 Quality Management Systems standard. ISO 9001 sets out the criteria to consistently provide products and services that meet both customer and regulatory requirements.

CVGT will adopt a risk-based and proactive approach to quality management and continual improvement, that is guided by our purpose and strategic objectives, as part of the IMS.

The quality component of the IMS will guide performance improvement by ensuring:

* 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;
* a clear focus on CVGT’s stakeholders, fostering cross-unit collaboration and exchange of ‘best practice’;
* a whole-of-organisation approach that reflects CVGT’s governance and organisational structure with clear responsibilities and accountabilities;
* ongoing evaluation and continual improvement of the quality management system by establishing quality objectives and regular reporting of quality metrics; and
* a culture in which all staff assume responsibility for quality and engage in quality management at all levels and areas of the organisation, to continually strive to deliver a quality service to all of our customers.

## RELATED DOCUMENTS

The Quality Management Policy should be read in conjunction with the Quality Management Framework and the following associated documents, which include, but are not limited to:

* Integrated Management System Policy
* Integrated Management System (IMS)

## AUTHORISATION

This policy has been authorised by the Executive Management Team and the Board of Directors.

Elizabeth Corbett

Chair, Board of Directors

CVGT Australia Limited

25 May 2022

## DEFINITIONS

**Continual improvement** means recurring activity to enhance performance[[1]](#footnote-1). It is the ongoing improvement of products, services or processes through incremental and breakthrough improvements. These efforts can seek "incremental" improvement over time or "breakthrough" improvement all at once.

**Integrated Management System (IMS)** means the way in which an organisation manages the interrelated parts of its business in order to achieve its objectives. It includes the organisational structure, responsibilities, activities and events that together provide organised procedures and methods of implementation to ensure the capability of the organisation to meet specific requirements.

**Quality management** means coordinated activities to direct and control an organisation with regards to quality. Quality management ensures that an organisation, product or service is consistent. It has four main components: quality planning, quality assurance, quality control and quality improvement. Quality management is focused not only on product and service quality, but also on the means to achieve it.

## VERSION HISTORY

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| **Version** | **Latest Review Date** | **Revision**  **Date** | **Summary of Changes** |
| 1 | 29 April 2020 | April 2021 | Approved and adopted |
| 2 | 28 April 2021 | April 2022 | Revised and updated |
| 3 | 25 May 2022 | May 2024 | Amendments to incorporate the Integrated Management System |

1. ISO 9000:2015 Quality Management Systems — Fundamentals and Vocabulary [↑](#footnote-ref-1)