



# QUALITY POLICY

## PURPOSE

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To provide guidance and direction to all stakeholders of 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 and Elected Members.

## 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; and
- 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 audit and review with the objective being to deliver better outcomes for all stakeholders;
- Provide reasonable 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 as well as making this policy available to the general public on the City's website.

## **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. Achievement of the Quality Policy objectives involves elected members, staff and contractors, who are individually and collectively responsible for the quality of their work. Demonstration of competency
- c. Commitment to and the effective deployment of this policy will demonstrate the competence of the City to its stakeholders.
- d. 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.

## **3. Measurement of performance**

- a. Performance will be measured by providing perception surveys to community and businesses to enable those 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 against prior years' performances by the City..
- b. The City will engage with external stakeholders and call upon them from time to time to provide valuable inputs, insight and feedback and to help rate the City's performance.
- c. 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 including those reports provided pursuant to the City's Corporate Performance Framework.

## **COMPLIANCE REQUIREMENTS**

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## RELEVANT DOCUMENTS

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Corporate Performance Framework

Business Improvement Framework

Risk Management Framework

DOCUMENT CONTROL				
Responsible Department	Governance and Office of the CEO.			
Description of Changes	Update to measurements, service delivery, and relevant documents.			
Version	Resolution Number	Endorsement Date:	Last Reviewed Date:	Next Review Date:
1	14.1.2	28 August 2023	July 2023	July 2025
2	14.1.5	19 May 2025	March 2025	March 2027