

QUALITY POLICY



YellowBridge QLD is committed to delivering service excellence, and regards quality assurance and improvement as vital in order to realise its vision, mission, objectives and strategic directions.

YellowBridge QLD approach to quality is based on:

- A cyclical framework of:-
 - Plan
 - Implement
 - Monitor and Review
 - Improve;
- Regular self-review within business areas for quality improvement;
- An established alignment between plans, review and improvement;
- Monitoring from an evidence base including evidence from employees, clients, business partners and other key stakeholders; and
- Use of external auditors to benchmark success and areas for improvement.

To achieve this objective, we will:

- Establish and maintain a Quality Management System in accordance with AS/NZS ISO 9001:2008;
- Set objectives and targets to measure our performance and identify opportunities for improvement;
- Provide adequate resources to continually review and improve our business processes;
- Encourage all people to integrate quality management into the way we work and promote its application as a method for continual improvement within their area of responsibility; and
- Actively seek performance feedback from our customers and address opportunities for improvement that are identified.

YellowBridge QLD quality management system ensures that our policies, procedures and practices remain contemporary, reflect best practice, and ensure that the services we provide are the best possible.

Related Policies

- Not applicable

Related Procedures

- Not applicable

Related Documents

- Statement of Commitment to Quality and Continual Improvement
- Certificate of Approval – AS/NZS ISO 9001-2008: Quality Management Requirements

Quality Framework References

- Standards 1 & 6 – Human Services Quality Framework
- Standard 1 – Community Care Common Standards
- Standards 4, 5 & 6 – National Regulatory Code Community Housing

ISO 9001:2008 Quality Management Standards References

- 4.1 – General Requirements
- 4.2 – Documentation Requirements
- 5 – Management Responsibility
- 5.4 – Planning
- 5.6 – Management Review
- 8 – Measurement, Analysis and Improvement

Policy Approval Authority

- YellowBridge QLD Ltd Board

Policy Custodian

- Chief Executive Officer