



# QUALITY MANAGEMENT POLICY

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## Purpose

The Quality Management Policy describes ALG Centre Management (ALG) strategic approach to quality management and continual improvement, which is guided by its Mission and Vision with a strong commitment to quality and excellence.

Assessing the quality of our work outputs across the organisation is how we maintain our culture of continuous improvement. Quality Assurance evaluates the data we collect about our performance and contextualises the numbers to allow us to produce results to key QA areas, including:

- Customer Service
- Production
- Sales
- Marketing
- Sustainability projects

This policy applies to all ALG staff. It 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 company.

## Policy and Procedures

The Quality Management Cycle consists of Plan-Implement-Review-Improve (PIRI), strengthening ALG's continual improvement and innovation focus. It is a cyclical system for ongoing review and outlines the essential organisational characteristics to achieve sustained quality success.





ALG uses several processes to implement and maintain a system of quality management and continuous improvement:

- Every area Manager is responsible for conducting a performance audit once/a year and presenting its findings to the CEO.
- Client and caller surveys are conducted regularly, and the results of the surveys are presented to the CEO to be discussed in the monthly management meeting.
- Complaints are an opportunity for constructive feedback to improve performance standards.
- The Marketing department is responsible for conducting external business environment analysis to monitor trends, technology and standards relevant to industry.
- Attendance at conferences and networking events is encouraged to gather ideas for improvement.
- Professional development of staff on quality management practices is part of the management development plans.
- Quality Circle groups work cross-functionally in the organisation (with meetings scheduled each month) across all centres.

The People and Culture Lead (PCL) coordinates the CI program and its initiatives.

Ideas for improving quality in all ALG business areas and centres are sponsored by the relevant Area Manager and presented to the CEO or the Board of Directors for approval (See Major Initiative Approval Process).

The following steps are followed:

**Plan:**

- Analysis of the internal and external environment to understand the broader sector and market developments;
- Engagement with relevant stakeholders to understand their needs and expectations;
- Create a risk-aware culture, where risk and risk management are positive attributes of decision-making and result in the identification of both opportunities and risks;
- Develop an implementation plan for approval.

**Implement:**

- Proactive management of the implementation of the CI initiative;
- Appropriate use of ALG funding and resources;
- Establishing a commitment to service excellence and quality;



- Appropriate monitoring and reporting during the implementation phase.

#### **Review:**

- An evaluation of the effectiveness of the implemented CI initiatives;
- Ongoing analysis and reporting of data and information to measure and evaluate ALG's performance and progress in achieving the established goals and targets;
- Undertake benchmarking activities to identify and analyse best practices, both internally and externally.

#### **Improve:**

- Ongoing improvement and innovation, which are necessary for sustained success and can be applied at all levels of the company, through changes in technology, services, activities and processes;
- Ensure that learning and development are embedded within the ALG's culture for both individual and organisational-level advancement;
- Use the outcomes of the review stage, such as analysis and reporting of data, to ensure decision-making is evidence-based; and
- Effective risk minimisation through existing and future treatments to ensure the impacts are minimised or reduced as far as practicably possible.

#### **Responsibilities are identified as follows:**

- The intent and application of the Quality Management Policy are embedded within the work of all ALG staff.
- The Board Members are responsible for providing oversight of quality management.
- Functional Managers are accountable for ensuring that the Quality Management Policy is communicated, understood and implemented in their respective areas.
- Functional Managers are responsible for providing direction and clarifying how each role contributes to the strategic priorities of the work unit, including continual improvement and work toward excellence.
- Staff are responsible for full participation, engagement, resolving issues, meeting standards and ensuring quality relevant to their role.
- The PCL is responsible for overseeing the development, implementation and ongoing review of the Quality Management Policy and any related documentation.