

# Governance and Corporate Leadership

## GL24 Business Excellence Framework



24 May 2017

*This policy was adopted by Council to set governing principles in place that align the strategic direction of the organisation with Goal 7 – Measure and Report on Success and Sustainability.*

### Objectives

To achieve business excellence through continuous improvement supported by comprehensive and integrated quality management systems.

### Policy

The Shire of Augusta Margaret River is committed to the provision of services and facilities that meet or exceed community expectations and give value for money to our residents and ratepayers within budgetary constraints.

To fulfil this commitment, the Shire of Augusta Margaret River ensures that:

- Services are tailored to satisfy customer requirements;
- All Councillors, staff and volunteers are appropriately trained to effectively contribute to quality outcomes
- Services are effectively planned, processed and delivered in accordance with international and adopted best practice standards, and
- Systems are in place to measure and continuously improve performance.

It is the policy of the Shire of Augusta Margaret River to maintain comprehensive, integrated quality management systems based on the SAI Global Business Excellence Framework, relevant Australian and international standards (eg ISO 9000) and any state and national accreditation requirements for specific services.

The Shire of Augusta Margaret River strives to provide the highest quality of services and facilities to the community within budgetary constraints. The Shire of Augusta Margaret River believes that to deliver quality services and facilities involves a focus on internal processes and outputs and includes the reduction of waste and the improvement of productivity.

The Shire's commitment to provide services which meet or exceed community expectations and give value for money to our residents and ratepayers requires the organisation to look beyond the present and focus on the things which will increase the value of the organisation for all of its stakeholders, generate high levels of customer satisfaction and lead to more effective use of resources.

### Application

The CEO, Directors and Managers are responsible for developing and maintaining quality management systems for their areas of operations. This policy is to be reviewed every three years.

GOVERNANCE AND CORPORATE LEADERSHIP GL24 BUSINESS EXCELLENCE FRAMEWORK

## Document and version control table

<b>Strategic outcome</b>	Corporate Plan 2014-2018 Goal 7 – Measure and report on success and sustainability	
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