

Quality Policy

1. Policy

True Relationships and Reproductive Health (True) Quality Management System (QMS) documents the organisations best business practices, which aim to satisfy customer requirements and expectations including any statutory, regulatory and special requirements and improves the overall management of the organisation.

This policy is a reinforcement of this commitment which involves the continual development and refinement of a system based on ISO 9001:2015 and ensuring True consistently and reliably satisfy or exceed our customers' expectations.

2. Policy objectives

Total compliance with statutory obligations, standards, specifications and codes of practice relevant to quality management.

Continuous improvement of the Quality Management System, consistent with certification requirements of AS/NZS ISO 9001 through periodic maintenance, monitoring, reviewing and auditing of the system.

Provision of sufficient, skilled, experienced and suitable resources to implement and maintain the Quality Management System.

Create a "learning environment" in order to continually improve the skills of our staff and their awareness and knowledge of quality issues and practices.

Identification, reporting, investigation and resolution of all non-conformances within a reasonable timeframe and acting to prevent their recurrent.

Establish, review and communicate performance measure and take action to improve outcomes.

Monitor and evaluate the quality performance of consultants, subcontractors and supplier and implement effective communication with them on quality and compliance issues.

3. Scope

All True personnel.

4. Abbreviations and definitions

All True personnel:

All employees, directors, contractors, consultants, volunteers or other personnel engaged by True.

5. Policy statement

True adopts the following quality principles:

5.1 Customer focus

True depend on our customers and are committed to providing them with high quality products or services that conform to their requirements.

5.2 Leadership

True's senior management team are committed to maintain compliance with all statutory, regulatory, legislative and contractual requirements. The senior management team provide an internal environment in which our staff can become fully involved in achieving the organisations quality objectives as well as provide vision and strategic direction for the growth of the QMS.

5.3 Engagement of people

True aim to recruit and retain highly motivated, competent staff. Our staff are seen as our most important resource. True encourage their full involvement in order to develop their abilities for the benefit of the individual and the organisation.

5.4 Process approach

True will manage our activities and associated resources as a series of planned processes to produce the right product, at the right time with minimum wastage, while seeking to maximise efficiency. Our individual processes will be structured in a documented Quality Management System.

5.5 Improvement

True are committed to continuous improvement of the products and services that True provide and to the effectiveness of our Quality Management System.

5.6 Evidence based decision making

True will measure our performance key activities and use the data collected to make informed and effective decision on how to improve our processes.

5.7 Relationship management

Our organisation and our clients, suppliers and collaborative business partners are interdependent. True will seek to develop mutually beneficial relationships to improve Quality leading to greater reliability, enhanced services and increased efficiency.

6. Supporting document and references

AS/NZS ISO 9001:2015

7. Accountability and authority responsibility

Role	Accountability	Authority
CEO	System owner. Establish the policy and context for quality processes, systems and procedures. System achieves its purpose.	Authorise system design, implementation and change.
Senior Leaders / Managers	System User Comply with policy and procedures and use the system as intended.	Recommend design modifications to System designer.
HR, WHS and Quality Manager	System Custodian and Designer Ensure the Quality Policy and underlying processes, systems and procedures operate as intended. Design procedures and system content which is consistent with the Policy and Values of True.	Monitor system in operation. Recommend change (to System Owner). Recommend design (to System Owner).
All True personnel	System User Comply with Quality Policy and relevant procedures and use the system as intended. Employees are responsible for applying this policy at all times whilst working at True.	Recommend design modifications to System designer.

8. Policy review

This policy will be reviewed regularly following organisational or legislative changes or, as a minimum, every (3) years. The organisation reserves the right to change any of the provisions set out in this document from time to time, as may be required.

9. History of this Policy

Version No:	Approval Date:	Authorised by:	Sections Modified and Summary of Changes:
1	23/6/17	CEO	First issue
2	23/6/20	CEO	HR, WH&S and Quality Coordinator changed to HR, WH&S and Quality Manager