

Quality Policy



We have established this Quality Policy to be consistent with the purpose and context of our organisation. It provides a framework for giving effect to the organisation's commitment to:

- Continuous improvement;
- An unrelenting focus on our customer's expectations;
- Compliance with regulatory and statutory requirements on a without exception basis, and
- Understanding and responding to our environmental, social and charitable responsibilities. The Policy also provides a framework for establishing organizational objectives and for measuring achievement against those objectives.

Customer Focus

As an organisation, we are committed to ensuring at all times that our customers are core to the organisation's goals and values. We will maintain an unrelenting focus in understanding our customer's requirements and in turn, delivering against those requirements.

Leadership

Our management team are committed to supporting a continuous improvement culture and to employee empowerment fostering high impact results and positive long-term effects to the benefit of both the organisation and the individual.

Engagement of Our People

As an organisation, we are committed to a workplace approach providing a positive environment encouraging all team members including our contractor/supplier partners to give of their best each day, to be committed to the organisation's goals and values, and to be motivated to contribute to organizational success such that each team member benefits from an enhanced sense of their own well-being.

Process Based Approach

As an organisation, we understand that desired results are achieved more cost effectively when activities and associated resources are managed as a process or a series of interconnected processes.

Continuous Improvement

The organisation is fully committed to continuous improvement in the ongoing improvement of products, services and processes through incremental and breakthrough steps.

Evidence Based Decision Making

As an organisation, we will only make decisions based on consideration of all relevant and reliable information.

Relationship Development and Management

The organisation values its relationship with all stakeholders including suppliers of goods and services, and we will continually strive to develop those relationships in recognition that a mutually beneficial relationship enhances the ability of both parties to create value.

Quality Objectives informed by our Quality Policy are set out in QMS Document R03.

Our Quality Policy is available to all interested parties and may be accessed through the City Living Website and notice boards.