

## Quality Management System

*Operational policies provide a framework for consistent application and interpretation of matters by Wimmera CMA. Operational policies are not intended to be applied inflexibly in all circumstances. Individual circumstances may require a modified application of policy. –*


### Background

Wimmera CMA's Quality Management Policy is our commitment to maintaining and improving a Healthy Wimmera Catchment through,

- Stronger relationships with our community, partners and investors;
- Smarter evidence based systems and strategies;
- Simpler and clearer, systems and processes;
- A Streamlined efficient operating framework and business model.

### Purpose

This policy specifies Wimmera CMAs commitment and approach to quality management and continuous improvement as well as its principles.

Approved by Management Team: insert meeting date	
	17 September 2021
<b>CEO Signature:</b>	<b>Date:</b>

## Quality Management System

### Scope and exclusions

Wimmera CMA administers legislation and government funding to improve the health of the natural resources within the Wimmera. Activities involve liaison with local communities, management of contractors and internal processes for monitoring the state of resources. Our quality management system applies to planning, operations and statutory functions.

Key business undertaken are:

- Engagement (building community awareness and capacity);
- Planning (establishing future priorities and how they will be delivered);
- On ground works (improving physical change and catchment health outcomes);
- Knowledge management (research and development, business improvement);

The nature and scope of our activities are:

- Working to maintain and improve the condition of our natural environment;
- Supporting landholders for business sustainably;
- Controlling the impacts of introduced pests and weeds.
- Providing information to the community about local environmental ecosystems.

Our activities by State and Notational legislation:

Our principal vehicle for consolidating legislative requirements and local actions is the Wimmera Regional Catchment Strategy (RCS).

The following ISO 9001:2015 clauses are excluded from the scope of the Wimmera CMA QMS:

- 8.3 Design and development of products and services (Wimmera CMA does not design products and services).
- 8.5.3 Property belonging to customer or external providers (Wimmera CMA does not use the property of customers or external providers).
- 8.5.4 Preservation (The preservation of outputs is not relevant to Wimmera CMA business).
- 8.5.5 Post delivery activities (Post delivery activities are not required)

### Policy Statement (or determination)

A Stronger, Smarter, Simpler and Streamlined Wimmera CMA delivers its Vision, via our 'Best Practice or Better' ISO 9001:2015 Quality Management System.

This will be achieved by:

1. Implementing our Quality Management System in relation to complying with our policies, procedures and statutory obligations.
2. Monitoring, maintaining, reviewing, auditing and continually improving our Quality. A Quality Assurance committee meets regularly to ensure this occurs.
3. An Environmental & Occupational Health & Safety Management System consistent with certification requirements of AS/NZS ISO 9001:2015.
4. Providing suitable and sufficient resources to implement and maintain the Quality Management System.

## Quality Management System

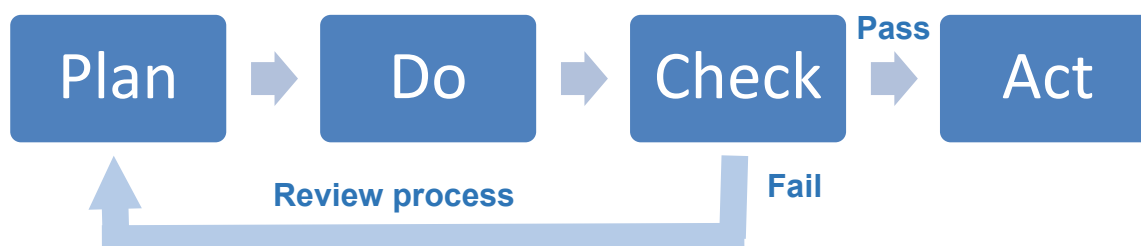
5. Engaging suitably qualified, skilled, and experienced employees, educating and training in order to continually improve the skills of our employees and ensuring employees have awareness and knowledge of quality issues and practices.
6. Identifying, reporting, investigating and resolving all non-conformances and taking immediate action to prevent a repeat of the non-conformance.
7. Establishing, reviewing and communicating performance measures and taking action to improve the outcome.

The commitment to the Quality Management System is the responsibility of all Wimmera CMA management and staff.

The Wimmera CMA Board's business processes are considered to be part of the QMS where they influence the operations of the organisation.

Our Quality Policy along with our Certificate of Compliance to our ISO 9001:2015 Quality Management System will be displayed in our office and internet site.

**Figure 1 Plan – Do – Check - Act Cycle**



The four steps of the quality cycle that the Wimmera CMA follows are:

Step 1: Plan: Plan what we want to do. Establish our goal and what is required to meet it.

Step 2: Do: Implement systems and processes to meet our goal.

Step 3: Check: Review the results. Did the change work/was our goal achieved?

Fail: If step 3 finds that the change is not working or our goal has not been achieved we will determine why, adjust and repeat the cycle. Step 4: Act: If step 3 found that the change is working or the goal has been achieved we will implement it into our systems.