

QUALITY ASSURANCE POLICY



QA01 Quality Management System Policy

Bedford will make sure we make quality products, provide good services and keep customers happy.

Bedford is committed to providing the highest standard of customer service and quality and will ensure customer needs are met.

Bedford is a not-for-profit organisation and a diverse provider of employment, training, residential services, community access and life-skills for people with disability.

We provide jobs and training in horticulture and grounds maintenance, packaging, cleaning, maintenance, warehousing, laundry, fundraising, furniture and hospitality, with staff in South Australia, New South Wales and Victoria.

Bedford establishes priorities within a strategic plan underpinned by a Quality Management System, detailing the key performance indicators to ensure that:

- the Board and Executive will monitor and manage within the Quality Management framework and drive a culture focused on continuous improvement
- Managers, supervisors, staff and employees will be responsible for maintaining the quality system with a view to continuous improvement as well as promoting teamwork and problem solving
- we will listen to and engage with customers and interested parties to understand their needs and expectations
- appropriate resources are dedicated to the development, application and appropriate integration of an effective quality system and practices
- staff and employees are provided with information and training in quality systems and processes
- evaluation of our performance including customer satisfaction and feedback through monitoring and performance indicators
- the work environment leads to the delivery of high quality products and services that satisfy customer needs and requirements
- we provide a value add service by identifying continuous improvement opportunities
- we will achieve and maintain best practice standards against ISO 9001:2015
- we drive continuous improvement and innovation based upon efficient business systems, processes, well-defined measurements and best practice

Bedford is committed to driving continuous improvement initiatives, independent system reviews and focusing on positive performance indicators.

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Date: 20/3/18

Maggie Dowling – Chief Executive Officer