

Infrastructure Quality Policy

NOTE: Council regularly reviews and updates its policies. The latest controlled version can be obtained from the Policy Register on Council's intranet or by contacting Council's Corporate, Governance & Strategy Branch. **A hard copy of this electronic document is considered uncontrolled when printed.**

Table of Contents

| | |
|--------------------------------|---|
| 1. POLICY STATEMENT | 1 |
| 2. SCOPE | 1 |
| 3. GENERAL INFORMATION | 2 |
| 4. DEFINITIONS | 2 |
| 5. LEGISLATIVE REFERENCE | 3 |
| 6. RELATED DOCUMENTS | 4 |
| 7. NEXT REVIEW | 4 |
| 8. VERSION CONTROL | 4 |

1. POLICY STATEMENT

South Burnett Regional Council's ('Council') Infrastructure Department ('Department') is committed to achieving the objectives set out in Council's Corporate Plan, being:

In order to achieve related outcomes, we aim to provide the following activities and services:

- provide and maintain road infrastructure in accordance with sustainable asset management practices;
- provide and maintain financially sustainable utility infrastructure in accordance with asset management practices; and
- provide and maintain other Council owned infrastructure to meet community needs in accordance with asset management practices.

2. SCOPE

This policy is relevant to services provided by the Infrastructure Planning (excluding the Materials Laboratory) and Works Branches within Council. Activities performed by the Materials Laboratory are covered by the National Association of Testing Authorities ('NATA') accreditation.

This policy is established in accordance with the International Standard ISO 9001:2015 and provides the framework for the Department's Quality Management System ('QMS'). Council currently holds Organisation for Standardisation ('ISO') 9001:2015 certification. The scope of this certification covers the provision for design, construction and the maintenance of the South Burnett road network.

This policy's objectives are to:

- maintain a QMS in accordance with the ISO 9001:2015 Quality Management Systems – Requirements;
- plan and implement actions to address risks and opportunities and integrate these into the QMS; and
- train staff and provide appropriate equipment and resources to ensure the continuous improvement of the QMS.

The ISO 9001:2015 Standard is published by the ISO, which is a worldwide federation of national standards bodies (ISO member bodies). This ISO provides the fundamental concepts, principles and vocabulary for QMS and proposes a well-defined QMS, based on a framework that integrates established fundamental concepts, principles, processes and resources related to quality, in order to help organisations realize their objectives.

This ISO employs the process approach, which incorporates the Plan-Do-Check-Act ('PDCA cycle'), and risk-based thinking.¹ Council has determined the scope of the applicability of the QMS as the provision for design, construction and the maintenance of the South Burnett road network. Council has clearly defined processes needed for its QMS and has determined the inputs and the expected outputs, allocated resources, and assigned responsibilities for these processes, including monitoring against performance indicators to ensure these defined processes achieve their intended results.

Council has established a Corporate Risk and Internal Audit Framework including Risk Registers/Treatment Plans that ensures the necessary processes and actions to identify, review and address corporate risks are undertaken in a timely manner. For the management review process, a two (2) tier structure comprising of an Infrastructure Management Group and an Infrastructure Working Group has been established. These working groups facilitate the identification of corporate risks and have the capability and authority to undertake suitable actions to address the corporate risks and take corrective action where required and identify opportunities for improvement so that the QMS can achieve its intended results.

In accordance with the quality management principles contained within the ISO 9001:2015 Standard, this policy aims to apply the following principles to improve the performance of the Department:

- | | |
|---|---|
| <ul style="list-style-type: none">• Customer Focus<ul style="list-style-type: none">▪ Professional and efficient service delivery▪ Suitable Communication▪ Acceptable Response Time• Leadership<ul style="list-style-type: none">▪ Direction▪ Support▪ Culture• Engagement of people<ul style="list-style-type: none">▪ Motivation▪ Ownership▪ Inclusive participation | <ul style="list-style-type: none">• Process approach<ul style="list-style-type: none">▪ Quality▪ Timely▪ Consistent• Improvement<ul style="list-style-type: none">▪ Key phase management▪ Continual review• Evidence-based decision making• Relationship management<ul style="list-style-type: none">▪ Cooperation▪ Innovative partner▪ Trusted Advisor |
|---|---|

3. GENERAL INFORMATION

In accordance with the *Local Government Act 2009*, Council adopts an Annual Operational Plan which identifies specific works to be undertaken and services to be provided in order to progress the long-term objectives set out in Council's Corporate Plan. An assessment of the Department's performance in implementing its Corporate and Annual Operational Plans will be monitored with quarterly Annual Operational Plan reviews and the progress reported in Council's Annual Report.

3.1. Communication

Department divisional meetings are held on a quarterly basis, where the Infrastructure Management Group and Senior Leadership Team ('SLT') meet with the entire workforce of the Department to communicate planned actions to achieve improvements to current business processes, actions to address risks and opportunities, and inform the workforce on the impact of any major changes in the

legislation. This ensures that the planned strategic direction is clearly communicated to officers at all levels and officers are aware of their roles and responsibilities in ensuring the intended results are achieved.

Communication of the Department's QMS objectives is also achieved through the Infrastructure Management Group and Infrastructure Working Group meetings, officer inductions and team meetings. Information to officers is also relayed via regular emails, awareness sessions and monthly newsletters which are accessible on the Council's intranet.

3.2. Key Performance Indicators

The Performance Measurement Framework sets the criteria for the specific Key Performance Indicators critical to works and service delivery provided by the Works Branch of the Infrastructure Department, as identified in the Council's annual Operational Plan.

The strategic direction and achievement in implementing the Operational Plan activities and Key Performance Indicators are assessed via quarterly reviews and updates.

This Policy aims to apply the quality management principles pertinent to standards for service deliverables and professional performance criteria of the ISO 9001:2015 Standard to:

- **Accreditation** - Maintain the ISO 9001:2015 certification by continually reviewing operational systems and strategies complying to the requirements of this Standard and implementing new systems as required to remain adapt in the responsibilities of the organisational commitments.
- **Improvements** - Review and implement outstanding improvement action requests ('IAR') throughout the year with an 90% target completion rate. Customer Requests actioned with due diligence and closure within 30 calendar days from notice. Implementation of strategic Project Management Framework with consistent and holistic principals. Continual performance improvement and review process with innovation as the key charter.
- **Audits** – Undertake the scheduled internal audits throughout the year with a 90% target completion rate.
- **Document and record control** – Portfolio Management System captures all documents, records and data related to the Quality Management System with a 90% target capture rate.
- **Business Processes** – QMS Procedures are reviewed to enable effective operation and control of processes, in accordance with the annual review schedule, with a 90% target completion rate.

4. DEFINITIONS

Annual Operational Plan means the Annual Operational Plan details the activities and projects planned to achieve our goals on the Corporate Plan.

Corporate Plan means the Corporate Plan outlines South Burnett Regional Council's goals and strategies providing Council with the direction for the period of five (5) financial years.

NATA Accreditation means the National Association of Testing Authorities ('NATA') is the national accreditation body for Australia. Accreditation provides a means of determining, formally recognising and promoting that an organisation is competent to perform specific types of conformity assessment activities.

ISO 9001:2015(E) – This is firmly established as the globally implemented Standard for providing assurance about the ability to satisfy quality requirements and to enhance customer satisfaction in supplier-customer relationships. This Standard was published by the International Organisation for Standardisation (ISO).

AS/NZS ISO 9001:2016 – This Standard is identical with and has been reproduced from ISO 9001:2015(E) Quality Management Systems - Requirements. This Australian/New Zealand Standard AS/NZS ISO 9001:2016 was prepared by the Joint Standards Australia/Standards New Zealand Committee QR-008, Quality Systems, to supersede AS/NZS ISO 9001:2008.

5. LEGISLATIVE REFERENCE

Local Government Act 2009

ISO 9001:2015(E) Quality Management Systems – Requirements

6. RELATED DOCUMENTS

South Burnett Regional Council Employee Code of Conduct – Statutory011

Infrastructure Quality Manual

Roads and Drainage - Construction Activities Manual

Roads and Drainage - Maintenance Activities Manual

Design and Technical Services – Procedures Manual

7. NEXT REVIEW

As prescribed by legislation or August 2026

8. VERSION CONTROL

| Version | Revision Description | Adopted Date | ECM Reference |
|---------|--|------------------|---------------|
| 1 | New Policy | 14 November 2017 | 2430228 |
| 2 | Policy Review – Resolution 2021/377 | 26 May 2021 | 2745006 |
| 3 | Administrative amendment – organisational structure review – resolution 2022/432 | 27 April 2022 | 2745006 |
| 4 | Policy review | 21 August 2024 | 2745006 |


Mark Pitt PSM
CHIEF EXECUTIVE OFFICER

Date: 21 August 2024