

# Quality Policy

## Purpose

The purpose of this policy is to establish a framework for quality objectives within the activities and services of the Northland Regional Council's (NRC).

## Scope

This policy applies to:

- all council staff and contractors regardless of the type of employment or the capacity in which they are employed;
- all business activities performed by or on behalf of council

## Policy Statement

Management view Quality as the foundation for all of Council's business activities. Management and employees will continually strive to exceed customers' and other stakeholders' expectations when working together to create a healthy environment, strong economy and resilient communities by delivering excellence in customer service across all of its business activities. In order to achieve this, Council will:

- Continually review and improve the Council-wide Quality Management System.
- Establish measurable performance objectives that align to Council's Strategic Direction and Council values.
- Encourage problem prevention rather than simple problem solving.
- Utilise cost effective and advanced technologies as appropriate.
- Promote a continuous improvement culture within the Council and empower employees to act on this basis.
- Encourage all employees and contractors to pursue excellence when providing services for the benefit of customer's and other stakeholders.
- comply with all applicable statutory and regulatory requirements.

## Strategic Context

Northland Regional Council's Vision and Mission, as stated in the 2018 – 2028 Long Term Plan is:

**Our Vision:** Our Northland – together we thrive.

**Our Mission:** 'Working together to create a healthy environment, strong economy and resilient communities'.

The promotion and practice of good policy is a crucial element in delivering our vision and mission and achieving the specified community outcomes. This policy aligns to the efficient and effective service delivery, carried out and managed in all the activity areas.

**Our values** of strong decisive leadership, one high performing team, customer focus, integrity, transparency and accountability affirm the importance of policy direction and recognises that this is a fundamental corporate function.



**STRONG, DECISIVE  
LEADERSHIP**



**TRANSPARENT  
& ACCOUNTABLE**



**ONE HIGH  
PERFORMING TEAM**



**CUSTOMER  
FOCUSED**



**INTEGRITY  
HONEST & OPEN**

## Essential supporting information

### Key relevant documents

Include the following:

- ISO 9001:2015
- Long Term Plan
- Our Vision 2018-2028 Te Pae Tawhiti 2018-2028
- CouncilMARK Performance Assessment Framework
- Australasian LG Performance Excellence Programme

### Policy Owner and author

**Policy owner:**

GM Corporate Excellence.

**Policy author:**

Corporate Systems Champion

### Document approval

The approval for distribution and use of this policy has been delegated as per the document information:

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RANGATIRATANGA



KA NOHO  
HAEPAPA



HE RŌPU  
WHAKĀRI TEITEI



AROTAHINGA  
KIRITAKI



NGĀKAU PONO