

# Strategic Objective:

## 1. Type In Name & change number



**POLICY :** 1.4 Quality and Risk

**PROCEDURE:** 1.4.8 **Quality Management System Responsibilities**

Approval By:	<b>CEO</b>	Approval Date:	14.07.2014
Document Owner:	<b>Manager Quality</b>	Next Review Date:	14.07.2016

**Purpose** To outline the responsibilities of the Quality Management System

**Target Audience** All QEC staff

**Definitions** QEC's **quality management system** is the organisational structure, policies, procedures, processes and resources needed to implement **quality management**.

BOM Board of Management

QARC  
The QARC Committee monitors the quality performance, safety and other clinical governance issues arising within the services delivered by QEC.

CSQARC  
Clinical Services Quality and Risk Committee  
Supports clinical governance within QEC and provides staff with a structure to support their clinical governance responsibilities.

**Procedure** All QEC staff are required to give total support to QEC's Quality Management System. Continuous quality improvement is a responsibility of each member of staff. This is reflected in QEC staff position descriptions. (A quality improvement project has been established to review core and functional responsibilities in all QEC position descriptions.)

QEC's Strategic Plan is reviewed annually by the QEC Board of Management.

The Strategic Plan is operationalised in the annual Operations and Quality Improvement Plan.

The Operations and Quality Improvement Plan includes planned actions, accountability, timelines and status. The delivery of the Operations and Quality Improvement Plan is the responsibility of the CEO and the Senior Management Team. Progress against the plan is monitored, reported and supported throughout the business year through senior management meetings and committees and board of management meetings and committees:

March BOM Strategic Planning commences

April Strategic Plan endorsed by BOM

May Senior Management Operations and Quality Improvement

1.4.8 Quality Management System Responsibilities

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Plan finalised

Monthly Senior Management Meeting – review progress

Bi-monthly CS QARC meetings.

Quarterly QARC meetings.

### Related Links

#### Key Legislation, Acts and Standards

PLEASE PLACE A 'Y' IN THE BLANK COLUMN relating to the applicable standards below:-  
e.g.

1.0	1.1	Understanding Rights & Responsibilities	Y
Empowerment	1.2	Exercising Rights & Responsibilities	

#### DHS STANDARDS Listing

1.0 Empowerment	1.1	Understanding Rights & Responsibilities	
	1.2	Exercising Rights & Responsibilities	
2.0 Access & Engagement	2.1	Services Are clear	
	2.2	Services are delivered	
	2.3	Access to Services	
3.0 Wellbeing	3.1	Services Adoption	
	3.2	Services Participation	
	3.3	Goals Documented & Implemented	
	3.4	Reviews, Evaluations & updates	
	3.5	Delivery is in Safe Environment	
4.0 Participation	4.1	Choice & Control of Service Delivery	
	4.2	Community Participation	
	4.3	Maintaining Connections with Family & Friends	
	4.4	Strengthen Culture Connection - Aboriginal/Torres	
	4.5	Strengthen Cultural, Spiritual & Language	
	4.6	Life Skills - Develop Sustain Strengthen	

#### ISO 9001:2008 Listing

4.0 Quality Management System	4.1	General	
	4.2.1	Doc Requirements General	
	4.2.2	Doc Requirements Quality Manual	
	4.2.3	Doc Requirements Control of Docs	
	4.2.4	Doc Requirements Control of records	
5.0 Management Responsibility	5.1	Management Responsibility	
	5.2	Customer Focus	

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	5.3	Quality Policy	Y
	5.4	Planning Inc 5.4.1-5.4.2	
	5.5.1	Responsibility & Authority	
	5.5.2	Management Representative	
	5.5.3	Internal Communication	
	5.6	Management Review	
6.0 Resource Management	6.1	Provision of resources	
	6.2	Human resources	
	6.3	Infrastructure	
	6.4	Work Environment	
7.0 Product Realization	7.1	Planning of Product Realisation	
	7.2	Customer-related Processes	
	7.3	Design & development	
	7.4	Purchasing	
	7.5	Production and service provision	
	7.6	Control of monitoring & measuring devices	
8.0 Measurement, Analysis & Improvement	8.1	Measurement Analysis & Improvement	
	8.2	Monitoring & Measurement	
	8.3	Control of non- conforming Product	
	8.4	Analysis of Data	
	8.5	Improvement	

**Other Key Legislation, Acts and Standards** AS/NZS ISO 9001:2008 Quality Management Systems

**Key words** Quality management systems, quality improvement, quality policy

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