STRATEGIES FOR QUALITY

1. OBJECTIVE & SCOPE

This document describes the generic strategies currently undertaken by Indian Ocean Group Training Association to effectively and efficiently implement the policies and goals described in this manual.

2. DESCRIPTION

2.1 Strategies

2.1.1 The Quality System implemented in IOGTA shall be based upon the principles of integration. This means that every department is responsible for management, performance and control of its own activities including quality activities that are specific to their area of work.

This includes but is not limited to compliance with:

- The Standards for Registered Training Organisation (Australian Quality Framework)
- National Standards for Group Training Organisations
- Employment Services Contract (subcontracts)
- Other Contractual Obligations

2.1.2 Systematic management of pertinent activities shall be documented through procedures and work instructions.

2.1.3 Management shall be focused on forward planning and setting of objectives, and targets and the implementation of systems to facilitate the reporting and reviewing of same. Targets shall where ever possible be quantifiable and realistic.

2.1.4 Review of the Quality System shall be progressive and its frequency shall be based upon the importance of each activity in relation to each business activity. In general a system review for all documented activities shall be conducted at least once in 2 years.

2.1.5 Reviews of goals and targets shall be carried out at least once a year.
2.1.6 Management reviews of:

- Audit Findings
- Customer Feedback/Complaints
- Policies

shall be the basis of our continuous improvement program and as far as possible statistical techniques shall be utilized.

2.1.7 All staff shall be properly trained in their area of work and every opportunity will be given to foster cross departmental training in order to deliver an overall quality service.

2.1.8 Adequate resources will be allocated for the Professional Development and Training all IOGTA staff.

2.1.8 Information Technology shall be used to disseminate information, to access information and to protect information effectively & efficiently.

2.1.9 Systems to ensure safety and safe work practices shall be established and implemented.

2.1.10 Ensuring that policies and procedures are, where applicable, compliant with Commonwealth, State/Territory legislation and regulatory requirements not limited to the following:

- The Freedom of Information Act 1992
- The Freedom of Information Regulation 1993
- Occupational Safety & Health Act 1984
- Occupational Safety & Health Regulation 1996
- The Workplace Relations Act 1996
- The Industrial Relation Act 1979
- The Industrial Relations Act 1979
- The Privacy Act 1998
- Equal Opportunity Act 1984
- The Western Australian Disability Services Act 1993
- The Commonwealth Disability Discrimination Act 1992
- Building Code of Australia
3. **RESPONSIBILITY & AUTHORITY**

The General Manager is responsible for the overall implementation of the strategies above and the allocation of the necessary resources to support each strategy.

Area / Section Managers are responsible for ensuring compliance to applicable standards, contracts and legislative & regulatory requirements, the effective planning and objective/target setting for their area of work in line with the overall company goals. Area / Section Managers are responsible for identifying staff training needs.

The Finance & Administrative Coordinator shall be responsible to oversee the effective use of Information Technology.

The Payroll & Personnel Officer shall be responsible for facilitating training to meet with identified training needs/requirements.

4. **DOCUMENTATION**

Management Committee Meeting (minutes)
Staff Meetings
IOGTA Training Plan
Checklist

5. **REFERENCES**

Related procedures
Related work instruction
Various Legislation & Regulatory Requirements