

SANDAS QUALITY POLICY



PURPOSE:

SANDAS has developed a Quality Management System that aims to comply with [ISO9001:2015](#). The benefits of developing systems in line with external quality standards are as follows:

- A proven way of strengthening organisational processes thus maintaining consistency of service, meeting customer expectations, complying with regulatory requirements and providing a sound basis for sustainable development.
- Systematically identifying and addressing organisational risks and opportunities.
- An organisational strength which lends support to funding applications

POLICY STATEMENT:

- **The Quality Management System** is underpinned by the following principles¹:
 - Customer focus – to meet customer requirements and to strive to exceed customer expectations
 - Leadership – to establish unity of purpose and direction and create conditions in which people are engaged in achieving SANDAS' quality objectives
 - Engagement of people – competent, empowered and engaged people at all levels throughout the organisation are essential to enhance the organisation's capability to create and deliver value
 - Process approach – consistent and predictable results are achieved more effectively and efficiently when activities are understood and managed as interrelated processes that function as a coherent system.
 - Improvement – successful organisations have an ongoing focus on improvement.
 - Evidence-based decision making – decisions based on the analysis and evaluation of data and information are more likely to produce desired results
 - Relationship management – for sustained success, organisations manage their relationships with interested parties, such as providers.
- **The scope of the SANDAS Quality Management System** encompasses all organisational activities undertaken by the Board and/or staff of SANDAS, these being the provision of peak services representing the non-government alcohol and other drug sector in South Australia. The [SANDAS Strategic Directions 2018-2021](#) outlines 6 primary areas of focus, these being:
 - Reducing harm
 - Facilitating collaboration
 - Providing representation
 - Enhancing community wellbeing
 - Maintaining effectiveness and accountability
 - Building sector capacity

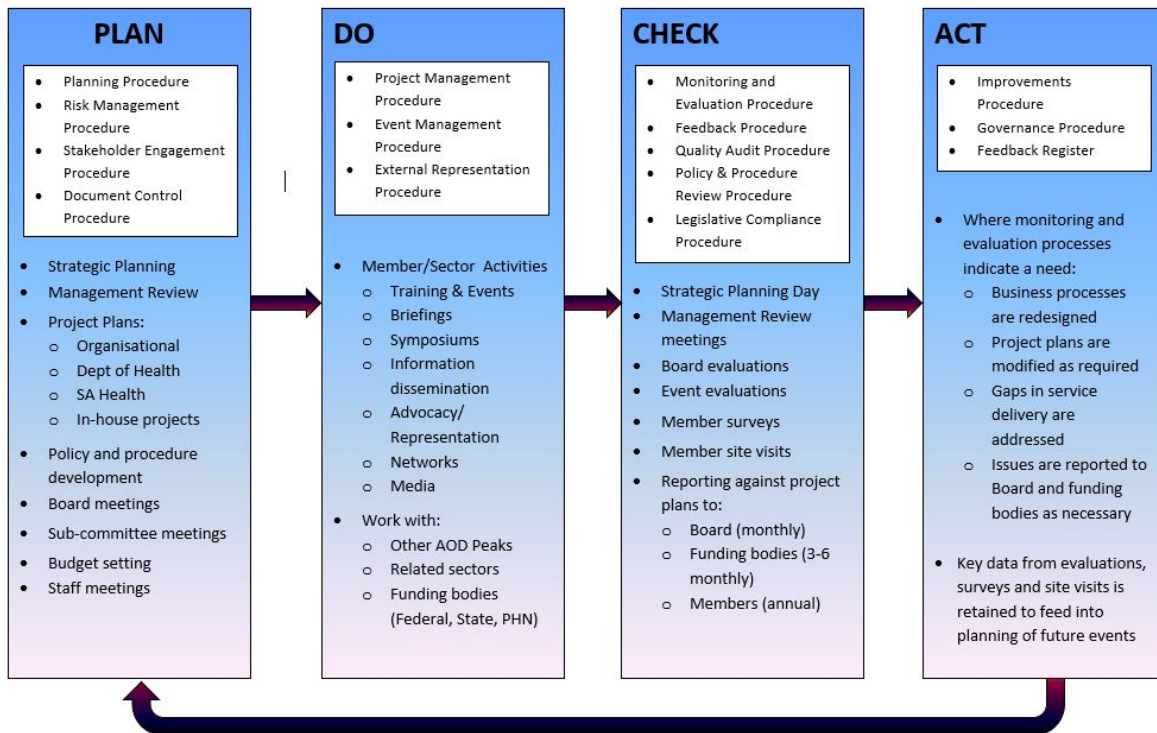
¹ From ISO9001:2015 – Quality Management Systems – Fundamentals and Vocabulary

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- The SANDAS Quality Management System is based on the Plan-Do-Check-Act approach, as follows:

SANDAS QUALITY CYCLE



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- **Quality Objectives**
 - Strategic Quality Objectives
 - Internal and external issues relevant to SANDAS (i.e. environmental scan) are identified as part of the strategic planning process, undertaken every three years. These are identified and monitored via:
 - Networking
 - Member surveys and site visits
 - Input from Board members, the majority of whom work within the AOD and related sectors.
 - Having regard to both the environmental scan and [SANDAS Strategic Directions](#), quality objectives and strategies for their achievement are identified in the SANDAS Operational Plan. This plan is monitored by the Executive Officer who reports progress against the objectives to the Board monthly.
 - Contractual Quality Objectives
 - SANDAS is committed to achieving the objectives set out in funding agreements. Strategies to achieve this are identified within related Project Plans and reported against at regular intervals, in accordance with the funding agreement reporting schedule and templates.

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- **Communication:**
 - This Policy is communicated to all new staff at induction.
 - Changes to this policy and/or associated procedures are communicated via staff meetings and/or email.

- **Management Review**
 - The Quality Management System will be reviewed by management:
 - at the Triennial Strategic Planning Day, with the Board and staff.
 - 18 months after the Strategic Planning Day, with the Board Executive and staff, at the Management Review Meeting.
 - Management reviews of the QMS will include consideration of:
 - actions arising from the previous Management Review Meeting or Strategic Planning Day, whichever was most recent.
 - effectiveness of the QMS, including a review of:
 - progress against all quality objectives
 - the [SANDAS Feedback Register](#)
 - the SANDAS Quality Policy, [Planning Policy](#) and [Planning Procedure](#)
 - effectiveness of actions taken to address risks and opportunities, as specified in both the [SANDAS Operational Plan](#) and the [SANDAS Risk Register](#)
 - changes in internal and external issues relevant to the QMS
 - any opportunities for improvement

LEGISLATION & STANDARDS:

- ISO9001:2015

DEFINITIONS/REFERENCES:

Customer: For SANDAS purposes, this includes members, AOD service users, funding bodies and other key stakeholders.

Quality Management System: a collection of business processes focused on consistently meeting customer requirements and enhancing their satisfaction. It is aligned with an organisation's purpose and strategic direction (ISO9001:2015).²

- [SANDAS Document Control Procedure](#)
 - [Document Register](#)
- [SANDAS Event Management Procedure](#)
- [SANDAS Governance Procedure](#)
- [SANDAS Improvements Procedure](#)

² https://en.wikipedia.org/wiki/Quality_management_system - 10.5.18

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- [Improvements Register](#)
- [SANDAS Legislative Monitoring and Compliance Procedure](#)
 - [Legislation and Standards Register](#)
- [SANDAS Management Review Meeting Agenda template](#)
- [SANDAS Monitoring and Evaluation Procedure](#)
- [SANDAS Operational Plan 2018-2021](#)
- [SANDAS Planning Policy](#)
- [SANDAS Planning Procedure](#)
- [SANDAS Policy & Procedure Review Procedure](#)
- [SANDAS Project Management Procedure](#)
- [SANDAS Quality Audit Procedure](#)
- [SANDAS Representation to External Bodies Procedure](#)
- [SANDAS Risk Management Procedure](#)
 - [Risk Register](#)
- [SANDAS Stakeholder Engagement Procedure](#)

DOCUMENT CONTROL:

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- Date of next review: June 2019 (at Management Review Meeting)

AUTHORISATION

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