

## **Our Quality Policy**

### ***Management and Employees at the Building Commission are committed to the Principle of Quality Service***

The principle of 'quality service' underpins the Commission's focus on high standards. It explains the focus on providing high quality service to our stakeholders, including a broad view of our goals. It confirms the commitment of our employees to this service.

The policy supports the broader Commission objectives as contained within our corporate and business plans. To ensure that the policy intentions are implemented, we have:

Established procedures to assist employees in performing their role.

- A commitment to continuous educational development that enhances employee skills for the work they perform, through a Commission wide development plan and individual needs assessment.
- Linkages between the Corporate Plan, Business Plan and Individual Performance Plan are articulated to employees.
- Established mechanisms for the ongoing evaluation and improvement of the system through regular dialogue at the Executive and Operational levels of management.

The Commission conducts all activities within an environment compliant with all relevant legal and statutory requirements. We also operate under the requirements of the relevant international standards (ie ISO 9001:2000).

The framework allows employees at all levels within our organisation to understand the quality and organisational objectives of the Commission and position themselves to achieve these goals.

#### **Exclusions to our Quality Policy**

There are limited exclusions required by ISO 9001:2000.

Item 7.6 of (Control of monitoring and measuring devices) is not considered relevant to the activities of the Commission.

