

# Quality Assurance Policy & Procedures



**COMPLETE BUSINESS  
SOLUTIONS AUSTRALIA**

# Purpose

This policy and procedure are designed to ensure that Complete Business Solutions Australia (CBSA) has an effective quality assurance approach and systematically evaluates the services it provides to implement ongoing and continuous improvement.

# Policy

## 1. Systematic Quality Approach

CBSA:

- Is committed to ensuring the quality of services provided across of all of its operations – this includes clients services and processes, client support, customer service and effective management of the business and its staff. This includes ensuring the quality of any services provided to CBSA on behalf by third parties.
- Ensures that effective systems, policies, procedures and resources are in place to ensure the quality delivery of all services.
- Has convened a governance department which oversees the quality of services by CBSA.

## 2. Continuous Improvement

- Systematic continuous improvement is a fundamental component of the quality assurance approach used by CBSA.
- Opportunities for improvement will be identified through the following mechanisms:
  - Surveys completed by clients after service has been provided
  - Quality Indicator Surveys completed on a six-monthly basis by clients and industry
- Complaints and appeals will be reviewed to identify root causes of the incidents and identify areas that need improving to prevent recurrence.
- Internal audits conducted on a regular basis will identify areas in which performance could be stronger.
- Management meetings held by CBSA will be used as an opportunity for managers to identify areas that require improvement from their knowledge and what they have learnt from staff.
- Improvements will be recorded and acted upon on a continual basis to ensure CBSA is responsive to areas that require improvement.

# Procedures

## 1. Client Services Feedback

- Collect client feedback
- Once services have been provided the client should be given the opportunity to provide feedback on their satisfaction of the given service.
- The survey is optional; however, all clients should be encouraged complete the survey.
- Surveys are submitted electronically, with results collated by the Governance team for review.

### A. Quality Indicator Surveys from clients

- The Quality Indicator Survey will be provided to all clients on a six-monthly basis
- The survey is designed to gather feedback from clients on its given services and the expectation around those services.
- The survey is optional; however, all clients should be encouraged complete the survey.
- Surveys are submitted electronically, with results collated by the Governance team for review.
- Clients should be provided an option to opt-out of receiving the surveys

### B. Collate surveys using relevant collation tool

- Throughout the year, completed surveys will be returned.
- They should be collated by members of the Governance team using the relevant collation tool.
- Staff members need to collate each different type of survey separately.
- Using the collated data as a a guide, staff members are to evaluate the data, identifying areas that show weakness, and/or require improvement.
- A summary of the collation should be recorded on the Feedback Register, and provided to management for review.
- The Governance team should bring the Feedback Register to a monthly meeting to discuss. This will include planning for implementing identified improvements and discussing all feedback received.

## 2. Continuous Improvement Register

- The Continuous Improvement Register is a master list of all the improvement suggestions identified and acted upon by CBSA.

- Improvements identified through feedback and surveys, quality indicator data, management meetings, informal suggestions, audits, and complaints and appeals will be recorded on the register.
- The register should be updated regularly with any improvement suggestions made through formal and informal streams by the Governance department.
- At each monthly Governance meeting the register will be reviewed.
- A plan will be put in place for implementing improvements during the meeting.
- Governance meetings will also be used as an opportunity to identify improvements made that may not have been recorded on the register.
- The plan should be recorded on the register and items marked as complete once the improvement has been made.

### 3. Governance monthly meeting

#### A. Schedule meetings

- At the commencement of each year, set dates for the Governance monthly meetings.
- Invite all members of the Governance department to attend.
- Staff members who have conflicting appointments should notify the meeting organiser as soon as possible.

#### B. Prepare agenda

- At least 1 week prior to each meeting, develop the agenda.
- Use the Meeting Agenda Template to prepare the agenda and it includes standing agenda items which are to be included at each meeting.
- Standing agenda items are:
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  - Review of last meeting minutes – have all items been actioned?
  - Recent feedback received – collated surveys, feedback register etc
  - Complaints and appeals – discussion of any recent complaints or appeals
  - Continuous improvement
  - Recent or upcoming changes in legislation
  - Financial performance
- Agenda is to be approved by the General Manager prior to circulation.
- Circulate the agenda to all attendees along with any relevant attachments and reading material at least 2 days prior to the meeting.
- A copy of the agenda should be saved on the organisations cloud-based storage system.

### C. Record the meeting minutes

- Meeting minutes should be documented using the Meeting Minutes Template.
- Record names of all people who attended the meeting and any apologies.
- Record a brief summary of key discussions, all decisions and any actions agreed upon during the meeting.
- The General Manager is to approve the final copy of the minutes prior to circulation.
- The minutes with any attachments relevant to the meeting are to be circulated to all attendees within 1 week of the meeting.
- Meeting minutes must be saved to the cloud-based storage system.

### D. Follow up actions from management meetings

- Ensure items in minutes are followed up accordingly. Tasks that arise out of the meeting should be communicated to relevant people by their relevant manager.
- Registers should be updated accordingly.

## Related Documents

The following are related to this policy and procedures:

- FM005 – Feedback Register
- FM006 – Continuous Improvement Register
- CF005 – Privacy Policy & Procedures
- TM006 – Meeting Agenda Template
- TM007 – Meeting Minutes Template
- CF004 – Continuous Improvement Policy & Procedures

## Document Control

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