



Quality Management Policy



The Quality Management Policy describes RelyOn's approach to quality assurance and continuous improvement. The key elements RelyOn's approach are:

- RelyOn's Planning, Quality and Risk Framework aligns the planning, quality and risk activities, and is embedded within all areas of RelyOn's operations.
- RelyOn aligns with RelyOn's standards and applies quality management principles of customer focus, leadership, engaging people, a process approach, continual improvement, evidence-based decision making, and relationship management.
- RelyOn's Quality Management Cycle consists of Plan-Implement-Review-Improve (PIRI) and further strengthens RelyOn's focus on continual improvement and innovation.
- Planning within RelyOn ranges from strategic planning through to Organisational Unit and Individual Performance Plans. Goals and targets are developed that clearly align with RelyOn's Mission and Vision.
- Implementation ensures RelyOn's infrastructure, resources, systems and processes are developed, deployed and coordinated to support the achievement of RelyOn's goals and targets.
- Regular reviews ensure RelyOn monitors its performance and progress at all levels to determine whether the established goals and targets have been met.
- RelyOn identifies opportunities and areas for improvement, which drives its commitment to excellence, continual improvement and innovation.

Roles and Responsibilities

The intent and application of the Quality Management Policy is embedded within the work of all RelyOn staff.

The Executive are responsible for providing oversight of quality management at RelyOn. The Executive will convene committees to assist in quality management of HSE; People and Community; Operations; Finance; and Innovation and Technology.

The Management team are responsible for ensuring that the Quality Management Policy is communicated, understood and implemented for their respective areas.

The Management team are responsible for providing direction and clarification on how each individual role contributes to the strategic priorities of the work unit, including continual improvement and work toward excellence.

All Staff are responsible for full participation, engagement, resolving issues, meeting standards and ensuring quality relevant to their role and contribution to RelyOn in relation to quality services, systems and processes.

Integrated Management Standard

RelyOn details its approach to quality management and operational excellence through its Integrated Management Standard.

Signed	
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Role	Managing Director
Date	2 April 2024