

# Quality, Performance, Continuous Improvement and Personnel Development Policy



**multiskilled**  
**RESOURCES**  
**AUSTRALIA**

## Our Commitment

Multiskilled is committed to providing the highest reasonable standard for Quality and Performance for all our activities.

We see Quality & Performance as fundamentally dependant on Continuous Improvement & Personnel Development, thus the latter will be a base in our culture and the way we do things.

Our framework will value our staff, provide a fulfilling working environment that invites and acknowledges staff contribution and builds organisational effectiveness.

**Our Desired State** - Multiskilled is an org. in which:  
**QUALITY**

- ☺ We consistently do everything effectively, without error and in accordance with clients, regulators, ISO9001, community and business needs and expectations.
- ☺ We identify & accommodate changing needs of stakeholders
- ☺ We emphasise preventative practices rather than correction
- ☺ We have clearly defined standards against which we measure
- ☺ We have systematic processes for checking, review & approval
- ☺ Our systems comply with quality assurance standards: ISO9001
- ☺ We consider the whole lifecycle of each subject
- ☺ We can readily produce and trace evidence of quality assurance

## PERFORMANCE

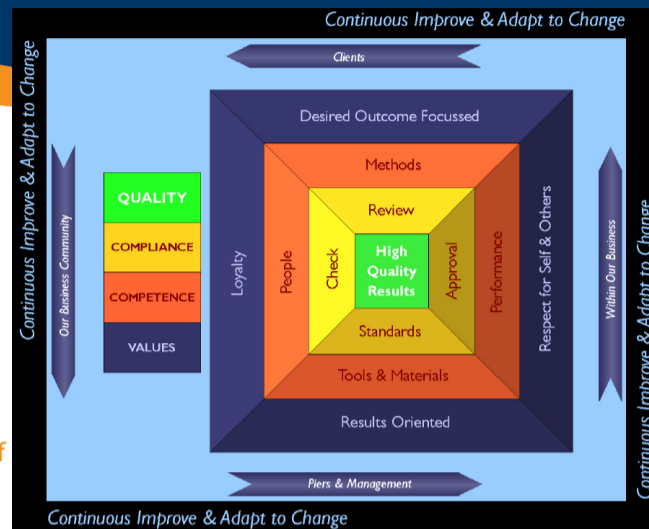
- ☺ We promptly establish an agreed, clear understanding of requirements and desired outcomes of any activity.
- ☺ Our time is focused on High Payoff Activities, is chargeable and non chargeable time is efficiently spent
- ☺ We honour our commitments
- ☺ Where efficient and effective we objectively measure our performance using recognised evaluation techniques to analyse and improve
- ☺ We select and manage measures that drive appropriate outcomes
- ☺ Where exceptional performance is to be rewarded we endeavour to identify that prior to the work and be fair in applying such rewards

## CONTINUOUS IMPROVEMENT

- ☺ Our service targets exceptional value, reinforced by our culture of openness, teamwork and sharing of experience. We actively foster personal attitudes of co-operation, teamwork & continual improvement.
- ☺ We provide a framework to value our staff, provide a working environment that invites & acknowledges contribution & builds effectiveness.
- ☺ We adopt and encourage mechanisms that facilitate the generation of ideas, such as suggestion boxes, brainstorming, and lateral thinking
- ☺ We systematically communicate with our people so they understand our actions and have opportunity for comment and input
- ☺ We have a culture & practices where we learn from each others mistakes
- ☺ We encourage and empower people to act and improve
- ☺ We invite initiative & low risk-taking and tolerate mistakes that arise.
- ☺ We improve job satisfaction by removing unnecessary, tedious elements. Striving to create efficiencies and allow opportunities for job enrichment.
- ☺ When considering objectives we identify obstacles & possible solutions.
- ☺ Opportunities are identified by numerous means, including: feedback (clients, employees & suppliers); formal review; surveys; meetings etc.
- ☺ Improvement is on the agenda for business & project meetings
- ☺ Structures, systems and processes draw on best practice, work flexibly, responsively and adapt quickly to changing needs.

## PERSONNEL DEVELOPMENT

- ☺ We have an integrated and planned system for continuously improving the performance of all people in our business. It is a way of defining work goals and standards, reviewing performance against these, actively managing performance, & maximising development.
- ☺ Our system: focuses on desired outcomes; clarifies work roles; provides fair recognition; systematically incorporates development and career planning; has a positive approach & adds job satisfaction.
- ☺ We link business objectives with employee goals and achievements.



- ☺ We have a culture of high quality performance & individual acceptance of responsibility and accountability.
- ☺ We continuously reflect, negotiate, develop & act on individual's, teams & management performance towards business goals.
- ☺ We develop and align people with our business culture
- ☺ For each person we clearly define, specific and readily accessible role descriptions to which they have had input and comment
- ☺ We meet formally at least once a year with each person to reflect, identify opportunities for improvement and establish goals. Ongoing feedback is encouraged to provide performance awareness, timely rewards & opportunities.
- ☺ We use positive strategies to address any concerns with performance
- ☺ We have clear, fair and accessible standards for conduct and performance
- ☺ We have a clear, fair and accessible means of resolving disagreements

## The Core concerns are:

- ☹ Making design errors
- ☹ Inappropriate, unclear, erroneous deliverables
- ☹ Non compliance with requirements
- ☹ Not clear of, or acting towards the Desired Outcomes
- ☹ Not adjusting to changes in needs & expectations
- ☹ Not focusing on appropriate priorities
- ☹ Not meeting our commitments
- ☹ Not learning from experience

## What Multiskilled will do

- ☑ FACILITATE UNDERSTANDING by sharing information and education.
- ☑ Provide you accessible, up-to-date, necessary INFORMATION AND GUIDANCE.
- ☑ Clearly communicate ACCOUNTABILITIES & RESPONSIBILITIES from this policy.
- ☑ CONTINUOUSLY IMPROVE policy & processes by consulting all stakeholders.
- ☑ Appropriately CONSULT and involve you.
- ☑ Be INNOVATIVE in both the way we work and with the solutions we provide.
- ☑ Provide appropriately QUALIFIED EXPERTISE to support our policies.

## What you should do

- ☑ STOP & THINK. Follow our values & plan for quality & performance.
- ☑ Be ALERT TO CHANGES in the needs and desires of stakeholders.
- ☑ COMMUNICATE with your Team Leader, concerns, ideas & experiences.
- ☑ Get PERSONALLY INVOLVED so we act to achieve high quality and performance.
- ☑ Take the INITIATIVE and act to improve our business, its deliverables and you
- ☑ UNDERSTAND AND CONTRIBUTE to achieving Multiskilled's goals.
- ☑ COMPLY with the governance of Multiskilled.

## Accountability & Responsibility

All staff are responsible for Quality and Performance Matters either under their control or which they may influence, and all managers are accountable for Quality and Performance Matters in their areas of responsibility (including education).

## Supporting Standards & Procedures

Multiskilled will continue an ongoing process to establish, apply and improve the necessary information and guidance for employees. Controlled versions of these shall be available via our computer based Information Console.

## Review

This policy will be reviewed bi-annually and at other times should changes in: legislation; business organisation and roles; business activities and hazards or feedback and experience necessitate it.

## Where to get more information?

If you want or need more information, please consult with your Team Leader.

Paul Brooker  
General Manager

Ken Hipwell  
Director

Doug Lithgow  
Director

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