



**POLICY MANUAL**

<b>POLICY NO: 1.6.1</b>	<b>QUALITY POLICY STATEMENT</b>
<b>OBJECTIVE:</b>	To ensure Council's customers receive service and advice in a fair, reliable and efficient manner.
<b>STRATEGIC PLAN LINK:</b>	Promote a Constructive Corporate Culture
<b>PROGRAM:</b>	Human Resources
<b>AUTHORISED: 07/05/96</b>	<b>REVIEWED: 12/08/03, 01/12/10</b>

Lismore City Council exists to provide services and facilities that meet the requirements of our Community, Council, Customers and Suppliers while discharging obligations as determined by government legislation and regulatory authorities.

To ensure Council's customers receive service and advice in a fair, reliable and efficient manner, Council will adopt best practice methods and operate a quality system. This will feature:

- Delivering consistently high standards of customer service in accordance with our customer service charter;
- Adopting a 'right first time' attitude to each and every activity carried out by every staff member in Council;
- Building a sense of quality into management practices and systems;
- Demonstrating an ongoing commitment to identifying and introducing improvements to the way we work;
- Using a team approach to work.

The aim of this policy is to earn the respect and confidence of our customers by sharing the responsibility for Council's success today and in the future with every member of the staff and Council.