



# Quality Policy

**AE-0101**

## What is Quality and Why is it Important?

ANSTO is Australia's national organisation for nuclear science and technology and a key custodian of Australian national and landmark research infrastructure. As a leading government agency, ANSTO plays an important role in conducting and supporting Australia's science and research priorities, driving and enabling innovative research and inspiring solutions for a sustainable world. ANSTO provides the Australian and international community with nuclear products and services to improve human health, support industries and protect the environment.

For ANSTO, Quality is about ensuring the organisation performs for its stakeholders, focussing on continuously improving products, services, systems and processes, to ensure that the whole organisation is fit for purpose and effective.

## ANSTO's Commitment

ANSTO, through its core values, is committed to consistently providing products and services that meet or exceed the requirements and expectations of our customers and stakeholders in compliance with all relevant national and international standards, statutory and regulatory requirements. We actively pursue continuous improvement in the context of our quality management system, with a focus on excellence, so that ANSTO operations are enhanced. Our undertakings achieve quality through our people, processes and product management. We are committed to meeting maintenance, environmental, and work health and safety goals synergistically with our quality approach. ANSTO is committed to applying a systematic quality management approach consistent with the international standard ISO 9001 in support of organisational excellence.

## ANSTO's Approach to Quality

Appropriate processes, procedures, standards and targets will support this policy. ANSTO operations will be managed through systems, which will be regularly monitored and reviewed, to improve ANSTO's quality performance wherever practicable.

Implementation of appropriate processes, procedures, practices, standards and targets enable us to fulfil this policy. ANSTO regularly monitors and reviews its practices to improve our quality performance wherever practicable. We do this by:

- Embedding our policy, strategy, plans, objectives and KPI's throughout our organisation.
- Establishing and monitoring performance against meaningful and measurable objectives.
- Ensuring work is undertaken by suitably qualified and experienced staff, with ongoing training and development provided to staff.
- Ensuring our processes and systems are fit for purpose, documented, current, effective, available and well understood.
- Continuously improving the quality culture, processes and procedures, through our management engagement and leadership.
- Clearly defining responsibilities for quality and sustainable outcomes in compliance with relevant standards, procedures and legislative and regulatory requirements.
- Continuously enhance our customers and stakeholders' satisfaction through effective communication and the understanding of their needs.

- Enhancing our customers and stakeholders' satisfaction through an effective customer feedback and continual improvement process.
- Building and nurturing partnerships and collaborations within the scientific research and industry to drive innovation in Australia.
- Driving a robust quality framework for the integration of other management systems, automation and digitisation as appropriate.
- Applying key controls, risk management and rigorous governance principles to enhance high reliability and assure business continuity.

## Achieving our Policy Objectives

The policy applies to all quality activities undertaken by ANSTO staff and contractors.

This policy will be supported by the Quality Strategy, plans and procedures which form part of the Quality Management System which enables the achievement of the required standards including ISO 9001.