



ANSTO's Commitment

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 products and services to improve human health, support industries and protect the environment.

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, process 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

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. ANSTO will:

- Embed our mission, vision, plans and objectives, throughout our organisation;
- Establish and monitor performance against meaningful and measurable objectives;
- Ensure our processes and systems are fit for purpose, documented, current, effective, available and well understood;
- Ensure work is undertaken by suitably qualified and experienced staff, and provide ongoing training and development;
- Continuously improve the quality and high reliability culture, process and procedures, demonstrated through management engagement and leadership;
- Clearly define accountabilities 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;
- Build and nurture partnerships and collaborations within the scientific research and industry to drive innovation in Australia;
- Drive a robust quality framework for the integration of other management systems, automation and digitisation as appropriate; and
- Apply key controls, risk management and rigorous governance principles to enhance high reliability and assure business continuity.

Dr Adi Paterson,
Chief Executive Officer