Purpose
This policy provides the framework for the implementation of quality principles to achieve ANSTO’s objectives.

Policy
ANSTO will adopt a process approach to undertake research and development, operate facilities, and supply products, services and advice in a planned manner that:

• ensures its activities are efficient, effective and meet customers' requirements,
• encourages innovation and involvement of people, and
• promotes continuous improvement in the processes that support those activities.

Implementation
This policy will be implemented in a way that ensures activities are:

• supported by documentation that is in accordance with Commonwealth legislation, regulations and policies and takes account of:
  - NSW regulations applicable to ANSTO’s processes and services,
  - applicable international regulations, codes and standards, and
  - the current Australian and International quality standard, AS/NZS ISO 9001.
• performed by competent staff who understand their tasks and their roles in providing ANSTO’s services and products,
• allocated sufficient resources to achieve stated goals, and
• subject to appropriate review.

Commitment
ANSTO is committed to:

• reviewing, and clearly documenting, its processes and guidelines to confirm that they remain current, are available for use and are well understood,
• establishing, and monitoring performance against, meaningful and measurable objectives,
• identification of competency needs and providing ongoing training and professional development of staff to meet those needs,
• reviewing resources to confirm that they continue to be sufficient to meet requirements,
• maintaining dialogue with customers and stakeholders to understand their needs and expectations and determine their levels of satisfaction, and
• conducting peer reviews of the outputs of research and development.

Responsibility and Authority

• All staff are responsible for undertaking their duties in accordance with this policy and within the framework of ANSTO's management system.
• Senior Managers have the responsibility and authority to implement and monitor this policy in the activities of their respective areas of responsibility.
• The Business and Quality Systems Manager is responsible for providing systems, processes, management development, advice, expertise and support to ensure that line managers have the resources and skills to enable the implementation of ANSTO quality principles.
• Responsibility for the achievement of this policy rests with the Chief Executive Officer, Senior Managers and all staff.