



## **Environmental Health Recognised Agency Quality Assurance Policy**

The Management of Whanganui District Council, through its Environmental Health Recognised Agency (EHRA) status, are committed to providing and improving a high quality of environmental health and associated services to customers based on professionalism, technical excellence, care, attention and public accountability by complying with the Food Act 2014, Food Regulations 2015 and the Health Act 1956.

Management will ensure this quality policy is understood and implemented by all EHRA employees and contractors through regular coaching, internal audits, monitoring and assessment. A high standard of technical competency will be maintained throughout the organisation together with a high level of compliance with the organisation's processes and procedures.

Whanganui District Council's EHRA will provide documented assurance to organisational management, employees, contractors and customers that the service is being provided in a consistent, professional, technically competent, effective and efficient manner.

### **We will achieve this by:**

- treating all customers impartially, fairly, courteously and respectfully
- responding promptly to the requirements of customers, the Accreditation Body and the Ministry for Primary Industries
- providing a friendly and inviting atmosphere for customers, employees and contractors
- promoting integrity, honesty and professionalism as key elements of all aspects of our business activities and relationships and ensuring against conflicts of interest
- applying the organisation's core values of responsibility, accountability, communication, empowerment, flexibility, influence, innovation, continuous improvement and trust
- ensuring the organisation's decisions are based on good technical advice and impartiality
- valuing all customers and developing and maintaining good working relationships with customers, suppliers, contractors and regulatory bodies
- processing all applications within the required statutory periods
- ensuring that all work undertaken is within the identified technical competency and capability of appropriate employees and contractors.
- to meet these objectives, the EHRA will apply the Quality Assurance System outlined in this quality assurance policy which has been developed in accordance with the Food Act Regulation requirements.
- conformance with the requirements of the appropriate detailed procedures outlined in the Quality Assurance System is a requirement for all employees and contractors engaged in the provision of EHRA services.

Signed:

Date: 15 February 2019

**Kym Fell**

Chief Executive