# PROCEDURE

## Continual Improvement

The current controlled version of this procedure is located on RSG Network IMS Folder. All other printed copies of this procedure are to be considered uncontrolled and should be validated against the current controlled version on the RSG Network IMS Folder before use.

| Document Review Record | | | | |
|---|---|---|---|---|
| **Document No. and Name** | | QMS-PRO-022<br>Continual Improvement Procedure | | |
| **Rev No** | **Description** | **Prepared by** | **Checked by** | **Date** |
| 0 | New | L Strappazon | | |
| 1 | Update Numbering Structure | L Strappazon | M Delaney | 08.06.2016 |
| 2 | Remove and transfer responsibilities section to QMS-PRO-026 – Authority and Responsibilities Procedure. | A Forrest | L Strappazon | 27.09.2016 |
| 3 | Review | M Vorpagel | D McNeil | 29.08.2019 |
| **Electronic approval by:**<br>**Name:** David McNeil<br>**Position:** Operations Manager<br>**Date:** 29.08.2019 | | | | |



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## 1 PURPOSE

This purpose of this procedure is to document the requirement for The Company's approach to continual improvement.

## 2 SCOPE

This scope of this procedure covers the continual improvement process and how it is managed through the management system.

## 3 RESPONSIBILITIES

All Company employees and contractors are responsible for complying with the requirements of this procedure.
Refer to QMS-PRO-026 – Authority and Responsibilities Procedure for further details.

## 4 CONTINUAL IMPROVEMENT

Continual improvement is achieved by using a range of management system policies, procedures and forms.

To ensure continual improvement is effectively implemented by the company, the following management system activities shall be utilised;

- "Doing what we say we will do" - as stated by The Company's mission statement and policies
- Setting of assertive yet achievable targets and objectives in the quality, health & safety and environmental manuals
- Tracking of the targets and objectives in KPI sheets and reporting to senior management at least every three (3) months
- Undertaking internal and external audits in accordance with the audit schedule and ensuring action items are implemented in the agreed timeframes
- Performing customer satisfaction surveys and obtaining feedback in verbal or written form from clients/customers which form vital information streams
- Implementation of change requests and corrective actions as identified
- Senior management commitment to continual improvement by ensuring management review meeting are attended in accordance with the meeting schedules

Outcomes of these processes ensure effective communication, productivity, employee satisfaction and achieves overall business success.

## 5 REFERENCED DOCUMENTATION

- QMS-MAN-001 Quality Management System Manual
- WHS-MAN-001 Safety Management Manual
- ENV-MAN-001 Environmental Management System Manual
- QMS-PRO-002 Management Review
- QMS-PRO-008 Customer Satisfaction
- QMS-PRO-041 Management System Audits
- QMS-PRO-042 Non-conforming Products or Services
- QMS-PRO-026 Authority and Responsibilities Procedure