

Title:	Document Number: MOPO 1-1-8/08-04
Continuous Improvement Policy	Custodian: General Manager Operations

Statement of Policy

MADEC has in place systems that are designed to identify and manage risks and ensure that the system is subject to continuous improvement.

All staff members employed by MADEC are required to report in writing to their Manager on any occasion that policies, procedures or practices have failed, or may potentially fail, their objectives.

The Manager must investigate each report within five working days of receipt.

A written report of the Manager's findings, together with any actions taken or recommendations for improvement, is to be forwarded to the reporting staff member and to the General Manager Operations, who will report during the next scheduled Corporate Management Team meeting.

The Quality Assurance Coordinator will maintain all documentation, which will be recorded, dated and securely filed.

MADEC has in place, as part of its' continuous improvement process, the Opportunity for Improvement (OFI) form and the Suggestions form which all staff members are encouraged to use and submit to the Quality Assurance Coordinator regarding any issues or suggestions they may have.

Purpose

The purpose of this policy is to

- Ensure the effectiveness of MADEC's quality management system and verify that quality activities and related results comply with planned arrangements.
- Ensure the customers/consumers are encouraged to raise, and have resolved without fear of retribution, any complaints or disputes they may have regarding MADEC or its services.
- Ensure that MADEC manages to achieve an appropriate balance between realising opportunities for gains while minimising losses.
- Enable MADEC's continuous improvement in decision making and facilitate continuous improvement in performance.
- Establish an appropriate infrastructure and culture and applying a logical and systematic method of risk management processes.
- Manage risk effectively and efficiently to achieve MADEC's strategic objectives.

Review

This policy will be reviewed every two years (or more frequently as required – from audit, complaints, and non-conformances) or as new or changing processes, technologies, or products or customer requirements are introduced.

Reviewed: CMT on 8 July 2008 – Authorised by CEO

Reviewed: CMT on 14 January 2010 – Authorised by CEO

Custodian

Sue Hamence
General Manager Operations