

QUALITY

Policy No 10



Wesley
Mission
VICTORIA

Wesley Mission Victoria (Wesley) is committed to providing high quality service delivery and to continuously evaluating and improving its services. Wesley's Management System has been developed and implemented to meet this commitment, and to meet all relevant statutory requirements and standards.

Wesley is committed to quality improvement principles and practices, and to continuous improvement via:

- Maintaining its AS/NZS ISO 9001:2008 certification
- Providing ongoing quality support and development;
- Encouraging active participation in continual improvement;
- Maintaining an independent internal audit function, monitoring and measuring Wesley's performance;
- Providing appropriate infrastructure to achieve service delivery outcomes;
- Achieving the goals and objectives of Wesley's Strategic Plan and Business Plans;
- Facilitating innovation and learning through evaluation and research.

The Senior Management and Board of Wesley are committed to embedding quality improvement principles and practices. This commitment acknowledges the importance of teaching, learning, intellectual inquiry, innovation and relationships with the business and community in which these activities take place.

CEO Signature

27/9/2012

Date