quality policy

Melbourne Market Authority is dedicated to providing products and services that consistently exceed our customers' expectations. To achieve this, we are committed to developing, implementing and maintaining processes which meet the requirements of ISO 9001:2015 Quality Management Systems (QMS).

Melbourne Market

Quality Management System Principals

1	**Customer Focus**	We recognise that our success depends on our customers. We are committed to understanding and meeting their needs and expectations.
2	**Leadership**	Our leadership will foster an environment that encourages employee involvement and accountability. Leaders will provide direction, alignment, and support towards achieving our overall objectives.
3	**Legal Compliance**	We ensure our activities comply with applicable laws and regulations to ensure that our products and services maintain a high standard of quality.
4	**Engagement of People**	We value our employees as our greatest asset. We will ensure that all employees understand their roles, have the skills and training to make a positive impact and are empowered to contribute to quality improvements.
5	**Process Approach**	We will manage our activities as interconnected processes to achieve effective operations.
6	**Relationship Management**	We will manage our relationships with relevant stakeholders, including government, suppliers and partners, to maintain cooperation and success.
7	**Evidence Based Decision Making**	We believe in making decisions based on facts and acting with integrity. Therefore, we will analyse relevant data to guide our decision-making.
8	**Continual Improvement**	Our organisation is committed to continually improving our operations, processes, and overall performance through regular reviews and actions which support continual improvement.

To support this Policy Statement, we will create, maintain and periodically review measurable quality objectives and targets that align with our strategic direction. This Policy Statement will be communicated to all employees, contractors and made available to relevant stakeholders. It will be reviewed periodically to ensure its continued suitability.

Keith Louie
Chief Executive Officer