SERVICE QUALITY

SERVICE QUALITY POLICY	
Date of Issue	30 September 2014
Introduction	The Board of the Geelong Chamber of Commerce is committed to the highest quality of services delivered to its members.
Purpose	This policy/framework has been developed to provide an organisational structure for monitoring and improving the quality of services provided by the Geelong Chamber of Commerce.
Policy	The quality of services delivered by the Geelong Chamber of Commerce will be continuously monitored, improved through focussed planning, and implementation of those plans. The use of data will be coordinated throughout every level of the organisation.
Guiding Principles	A quality service at the Geelong Chamber of Commerce is defined as one which: • Our members and corporate partners feel valued • Increases corporate partner and member satisfaction • Is responsive, relevant, timely and cost effective • Is inclusive of the needs of all key stakeholders • Aspires to industry best practise
Responsibilities	The Board has responsibility for: • endorsement of the quality policy/framework and monitoring and reporting framework • oversight of agreed minimum quality dataset • endorsement and overview of quality plan • providing board members with knowledge and skills to properly oversight the governance of service quality The Board quality committee has responsibility for: • prioritising and focussing on the key quality issues for the organisation • oversight of implementation of the quality plan/strategic quality objectives • ensuring translation of quality plan/strategic quality objectives into resourced business plans • developing a quality monitoring and reporting framework for the organisation • analysis and discussion of quality information, and taking, or delegating, action in response to this information • reporting data and quality plan progress to the board

	- evaluating and recommending the implementation of appropriate data collection, education, communication, and information tools to facilitate staff engagement in quality improvement - ensuring education, information and opportunity are provided to members and input into planning and improving quality systems - responding to funders and other organisations' quality requirements, initiatives and requests The CEO has responsibility for: - coordinating the development and implementation of the quality plan - identifying and developing appropriate training requirements - coordinating the reviews of relevant policies and procedures - monitoring, implementing, and reporting on service quality improvement in their area - translating quality objectives in the strategic/quality plan into relevant operational plans, and monitoring and reporting on their implementation - providing staff with the relevant skills to engage in quality improvement activities - fostering open discussion of quality with staff and members Staff have responsibility for: - participating in quality improvement activities as directed by the CEO - enabling members to engage in relevant quality improvement activities - communicating any quality issues and participating in developing responses
Accountabilities	Staff accountabilities for service quality are outlined in the the Geelong Chamber of Commerce reporting and monitoring framework and in summary include: - monitoring and reporting requirements to the Membership & Service Quality Committee - the Geelong Chamber of Commerce's Board quality committee monitoring and reporting to Board
Authorisation	The Board has reviewed the Service Quality Policy/Framework and accepts that they will act in accordance with this. Chairperson – Board of Directors Signed: Dated: 1st December 2014
Review Date	
Governance and Resources Manuals References	4.1 Service Quality Checklist 4.3 Service Quality Reporting Framework 4A Service Quality Fact Sheet