



POLICY

Quality

Purpose

To ensure that a framework is developed and maintained for Quality Accreditation purposes at the National Secretariat of the Pharmacy Guild of Australia. The Guild is committed to overseeing and implementing practices that meet its business needs and the requirements of all relevant standards and quality management systems, such as:

- ISO 9001:2015
- ISO/IEC 17065: 2012
- ISO/IEC 27001:2022

This policy covers the implementation and maintenance of the Quality Program, as well as any information produced for the oversight and as a result of the Quality Program and provides the overarching framework for the Quality Program at the Guild.

Application

The Pharmacy Guild of Australia (the Guild) exists to service the needs of proprietors of independent community pharmacies. The National Secretariat of the Guild has made a commitment to develop policies and practices that enhance its capacity to achieve its mission. In so doing, the Guild is committed to the Quality Program (QP) that defines our policies, systems and practices.

The Guild will ensure the QP is subject to constant review and improvement. While based on the requirements of ISO 9001:2015, additional standards, as noted above, are built into the Guild's internal audit plan. The overall Quality framework and program represents the needs of the Guild's business practices and has been developed around the objective of representing the needs of our members and community pharmacy, as well as complying with relevant standards.

The objects of the Guild are stated in the Guild's Constitution and are encapsulated in Our Vision, Our Mission and the Focus Areas, Outcomes and Measures set out in the Guild's Strategic Plan. The mechanisms to administer and give effect to these objects are supported and achieved through the Guild's QP.

The Focus Areas of the Guild's Strategic Plan will achieve the Guild's Mission and Quality Objectives through:

- Ongoing advocacy
- Continuous improvement
- Best practice
- Innovation
- Enduring business solutions
- Stable industrial relations framework



Policy Foundation

This policy describes Clause 5.2.1 *Establishing the quality policy* of ISO9001:2015 Quality Management Systems as it pertains to the National Secretariat of the Pharmacy Guild of Australia. The Guild's Strategic Plan states four Focus Areas:

1. Member Services and Engagement
2. Advocacy
3. Community Pharmacy Sustainability, and
4. Governance and Enabling Functions.

The aim of Focus Area four, Governance and Enabling Functions, is to maintain a well governed and high performing organisation. This policy also gives effect to this Focus Area and aim.

Related Legislation and Procedural Documents

ISO9001:2015 Quality Management Systems

ISO/IEC 17065:2012

ISO/IEC 27001:2022 Information Security Management Systems

The Pharmacy Guild of Australia Strategic Plan – Centenary

Quality Manual

Compliance Program

Continuous Improvement Process

Information Security Management System Policy

Risk Management Framework

Risk Register

Responsibility

Management Review Committee: Chief Operating Officer, Chief Financial Officer and Clinical Governance & Quality Director	Endorsement of the Quality Policy Accept the reports of the Quality Manager, periodic review of the QP
Chief Operating Officer	Approval of the Quality Policy
Clinical Governance & Quality Director	Review of the Quality Policy. Oversees the QP
Director Team	Review and input into the report of the Quality Manager, periodic review of the QP
Quality Manager	Overall responsibility for the QP Ensure processes are developed, implemented and maintained within the QP Monitors any employee representations matters (such as WHS, EEO) which may affect the QP Reports to the relevant Guild leadership meeting on all matters relating to the functioning of the QP
Committee and Quality Officer	Administer and maintain the QP Support the responsibilities of the Quality Manager and Quality Champions
Quality Champions	Support the Quality Manager and Committee and Quality Officer in the administration and functioning of the QP Implementation, maintenance and review of the QP Champion the QP within their teams Develop, update and maintain policies and procedures as required Conduct internal audits

	Identification of improvements
ICT team	Maintain the technology to support the Guild Quality Program
Web developer	Maintain current version of this Policy on Guild website
All staff	Understand and apply the Quality Policy