



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

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 independent community pharmacists, as well as complying with a standard.

The objectives of the Guild are encapsulated in the Mission, Vision and Strategic Plan, and the mechanisms to administer and give effect to these objectives are achieved through the Guild's Constitution and Quality Program.

The focus areas of the Strategic Plan will achieve the Guild's Mission 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. This policy also gives effect to Guild Strategic Priority *Be well governed and high performing*: Maintain best practice workplace and governance frameworks.



Related Legislation and Procedural Documents

ISO9001:2015 Quality Management Systems

ISO /IEC 17065:2012

The Pharmacy Guild of Australia Strategic Plan 2019 - 2022

Quality Manual

Compliance Program

Continuous Improvement Process

Risk Management Framework

Risk Register

Responsibility

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| Executive Director | Endorsement of the Quality Policy |
| Chief Operating Officer | Authorisation of the Quality Policy |
| Group Executives | Accept the reports of the Quality Manager, periodic review of the QP |
| Quality Manager | Overall responsibility for the Quality Program 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 National Secretariat Executive Team meeting on all matters relating to the functioning of the QP |
| Quality Administrators | Oversee and maintain the Quality Program Support the responsibilities of the Quality Manager and Quality Champions |
| Quality Champions | Support the Quality Manager in the administration and functioning of the QP Implementation, maintenance and review of the Quality Program Champion the QP within their Groups Develop, update and maintain policies and procedures as required Conduct internal audits Identification of improvements |
| DAT team | Maintain the technology to support the Guild Quality Program |
| Senior Communications Officer | Maintain current version of this Policy on Guild website |
| All staff | Understand and apply the Quality Policy |