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 of 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 Guild's primary purpose is to deliver compelling member value by:
- Ensuring community pharmacy sustainability.
- Providing innovative business solutions and support to our members.
- Ensuring we have a conversation with our members.
- Promoting and demonstrating the value of community pharmacy.
- Being well governed and high performing.

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.

Approval Authority: Quality Manager – 11 November 2013 | Reviewed: Information Manager and Quality Advisor – 13 August 2018
Owner: Quality Manager | Next review date: 13 August 2019

Ref: SP1034-9-35   p 1 of 2

Related Legislation and Procedural Documents

ISO9001:2015 Quality Management Systems
ISO /IEC 17065: 2012
The Pharmacy Guild of Australia Strategic Plan 2016-2019
Quality Manual
Compliance Program
Continuous Improvement Process
Risk Management Framework
Risk Register

Responsibility

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
ICT team	Maintain the technology to support the Guild Quality Program
Senior Communication Officer	Maintain current version of this Policy on Guild website
All staff	Understand and apply the Quality Policy