

## Purpose

To ensure that Blueline complies with legislative and regulatory requirements, achieves its strategic objectives, meets the expectations of stakeholders, and enhances excellence across all its activities.

		<b>Responsible</b>
<b>1. Quality Assurance</b>		
1.1	Blueline will adopt relevant assurance standards to develop, maintain and review the processes needed to produce the highest standard of products and services for clients and customers.	GMEEA
1.2	Blueline will ensure that its staff and contractors understand Blueline's quality assurance requirements.	GMO
1.3	Blueline will assess quality performance against objectives and targets through accurate production records, customer and client communication and feedback, internal audits and management reviews.	GMEEA
<b>2. Continuous Improvement</b>		
2.1	Blueline will audit its systems and processes to evaluate opportunities for improvement and identify non-conformances.	GMEEA
2.2	Blueline management and supervisors will remain informed of best practice within the disability sector, laundry operations, marketing and customer delivery, and will demonstrate continuous improvement.	GMO
2.3	Blueline will engage with customers to understand the effectiveness of service delivery and implement improvements where opportunities arise.	GMCEG
2.4	Blueline will amend policies, systems and processes in order to reinforce good practices and reduce below-par practices.	GMEEA
<b>3. Customer and Client (NDIS Participant) Feedback and Complaints</b>		
3.1	Blueline will maintain a system to record and respond to all customer complaints consistent with best practice.	GMCEG
3.2	Blueline will maintain a system to record, respond to and resolve all client complaints consistent with NDIS obligations and community expectations.	GMEEA

## Definitions and Acronyms