

QUALITY POLICY

Regional Procurement Initiative, a division of Arrow Collaborative Services, has developed and implemented this Policy as part of our commitment to quality, continuous improvement, client focus, risk management and compliance.

We are committed to providing the highest standard in Procurement, as expected by our clients. Our processes are subject to continual review and improvements are made to increase effectiveness of our management and operational systems as defined in our Quality Objectives and Quality Protocols. We have systems in place to ensure compliance with the international standard for Quality Management Systems ISO9001:2015, the Local Government Act 1993, Local Government (General) Regulation 2005 and Australian Standards pertaining to the specifications used within our Tender Documentation.

Our business offers clients the following:

- A centralised approach for common use period contracts and services
- Value for our clients by achieving savings through economies of scale
- A service to clients that delivers same or better outcomes and reduces administration on tender processes
- Evaluation of Tenders involving council officers and ensuring the highest level of probity
- The opportunity for suppliers to respond to tenders called by participating councils
- The provision of high quality and accurate documentation for suppliers
- The management of contracts and price variations for clients and suppliers
- A network and advertising centre for suppliers.

Our Quality Management System provides a framework for:

- Confirming Management's commitment to quality and the continuous improvement of our management system and practices
- Implementing quality systems, standards and processes to enable all activities to be carried out in an effective and compliant manner
- Setting and reviewing measurable quality objectives
- Appointing capable and experienced people and providing adequate support and resources for all staff to fulfil their responsibilities
- Understanding, addressing and monitoring the needs of our industry and clients
- Monitoring our client satisfaction on an ongoing basis
- Maintaining compliance with quality standards, applicable legislation and regulations through regular performance reviews and continual improvements.

All staff members share the responsibility for the ongoing delivery of high quality products and services and for the continual improvement of the business. Regional Procurement also asks for the full support of suppliers and contractors in achieving quality outcomes.