Quality policy

The continuing policy of the NSW Registry of Births Deaths & Marriages is to provide professional and efficient service to satisfy the needs of our customers. By maintaining a strong customer focus and adapting to the changing needs and desires of our customers, stakeholders and other interested parties, the Registry can ensure long-term sustainability.

I demonstrate leadership and commitment by bearing the responsibility for establishing, implementing, maintaining and improving our Quality Management System, which drives the operations and supporting processes we use to deliver the products and services that our customers, the people of New South Wales, demand and deserve.

I undertake to ensure sufficient resources are made available to achieve this. I undertake to ensure through communication, engagement, practical example and training that Quality is the aim of all members of the Registry's staff.

Through direction and support, all employees understand:

- the importance of the Quality Management System;

- their responsibility to contribute to its effectiveness; and

- its direct relevance to the Registry's sustained success.

All employees are responsible for, and are trained to perform the duties required by their specific roles.

The Registry promotes continual improvement by setting Quality Objectives (goals) in line with best practice, the Department of Customer Service Corporate Plan, our values and our culture. These objectives address the challenges (risks, issues and opportunities) that the Registry faces, which have been identified through understanding of the context of the Registry and its strategic direction.

I hereby certify that this policy and its framework of processes and controls in use within the Registry meets the requirements of *ISO 9001:2015 Quality Management Systems* standard.

I ensure that our senior management team regularly monitor, measure, evaluate and enhance our Quality Management System, to ensure its effectiveness at all levels.

Amanda Ianna
Registrar