



nbn Quality Policy

nbn-Confidential: Commercial | Rev 2.0 | 05 NOV 20
Owner: Executive General Manager Build

Background

At **nbn** we are committed to build, connect and assure a quality, fit for purpose network that provides an outstanding customer experience for all of Australia.

nbn values its customers and the quality of our products and services. We act on our purpose to lift the digital capability of Australia.

This policy is publicly available and communicated throughout the business.

Purpose

This policy defines **nbn's** commitment to provide a quality broadband network and experience to its customers. It sets the strategic direction of quality throughout the business to ensure we meet our corporate objectives.

Scope

This policy applies to all **nbn** employees, consultants, contractors, employees of contractors and consultants, persons employed through labour hire agencies and volunteers (**nbn** workforce).

Policy

nbn's integrated Quality Management System provides the framework for quality and continuous improvement throughout our business. **nbn** is committed to the following principles in the implementation of our Quality Management System:

- Customer experience is at the core of delivering a quality outcome
- Strong leadership and accountability in framing and driving desirable quality outcomes
- Continuous evaluation of compliance to the Quality Management System
- Effective management of quality processes, documentation, and records
- Reduction of financial costs arising from poor quality deliverables
- Measure and evaluate quality performance through compliance activities and reporting
- Define and meet quality objectives, targets and improvement plans to drive continuous improvement by identifying, tracking and recording Corrective and Preventative Actions



- Provide all necessary training, instruction, equipment and information to the **nbn** workforce
- Recognise outstanding quality performance and innovation

Continuous improvement

We are focused on continuous improvement, both internally and with suppliers and customers, to operate a quality network that provides an outstanding customer experience for all of Australia.

nbn has established a Quality Management System centred around quality operation of the network through continuous improvement and innovation. **nbn's** management team will regularly review the Quality Management System and actively promote improvement.

Roles and responsibilities

All employees and contractors are accountable for ensuring the quality of the **nbn** broadband network. Every employee or contractor has a personal responsibility to comply with this policy and to notify their manager if there is a compliance issue or query.

It is the responsibility of **nbn's** Executive Management team to ensure sufficient resources are available to implement this policy.

Manager responsibilities:

- Ensure that employees are provided adequate training, information and supervision to perform their jobs
- Comply with relevant Quality Management System
- Ensure that any practice lessening quality is eliminated
- Manage day-to-day quality issues that directly impact their area of responsibility
- Encourage quality awareness within their area of responsibility

Employee, consultant and contractor responsibilities:

nbn is responsible for providing training in quality systems to all employees. All employees are then personally responsible for the quality of their activities, and to promote and support a collaborative, open and constructive team environment.

- Perform their work to a high standard of quality to deliver an outstanding customer experience
- Take reasonable care so that their actions do not adversely affect the quality of the **nbn** network
- Report any actions that do not align with this policy
- Undertake their day to day work in compliance with this policy and relevant Quality Management System

More information

Please contact your manager or People Central if you require additional information in relation to this policy.



Should you have any immediate concerns regarding a quality matter, contact your Manager. If your Manager is unavailable you may also contact a member of the Innovation, Standards and Quality team.

Related policies

- Health Safety and Environment Policy

*Dion Ljubanovic
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Effective as of 5th November 2020*



Document control

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Policy approver	Paul Clyne, General Manager Innovation, Standards and Quality to endorse and nbn Board to approve
Email	paulclyne@nbnco.com.au
Department or business unit	Build

Revision history

Revision	Description	Policy author
2.0	Updated to align with nbn 's company objectives	Taran Croxton
1.0	Initial release	Dan Testa