



# nbn Quality Policy

UNCLASSIFIED | NBN-DEP-GDE-3468 | Rev 1.0 | 01 SEP 18  
Owner: Dean Jones

## Background

At **nbn** we are committed to building and supporting a high quality broadband network for Australia.

**nbn** values its customers and the quality of our products and services. We are committed to designing, building, operating and maintaining a high quality network to ensure we meet our target of '8 million happy homes by 2020'. We act on our responsibility to provide Australian Tax Payers a quality network, to bridge the digital divide.

This policy is publicly available and communicated throughout the business.

## Purpose

This policy sets out **nbn's** commitment to providing a high quality broadband network and experience to its customers. It sets the strategic direction of quality throughout the business to ensure we can meet our company objectives.

## Scope

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

## Policy

**nbn's** integrated Quality Management System provides the framework for quality and continual improvement throughout all our business. This extends from technology choice, product selection, through to processes for design, build, operate and maintain activities, controls and measures. Through the implementation of our Quality Management System **nbn** is committed to the following principals:

- Strong leadership and accountability in framing and driving desirable quality outcomes
- Ongoing evaluation of compliance to the Quality Management System
- Effective management of quality processes, documentation, and records
- Reducing financial costs due to poor quality deliverables
- Measuring and evaluating our Quality performance through regular audits, inspections and internal reporting
- Setting and achieving quality objectives, targets and improvement plans to drive continual improvement through identifying, tracking and recording of Corrective and Preventative Actions



- Providing all necessary training, instruction, equipment and information to employees
- Recognising outstanding quality performance

## Continuous Improvement

We are focused on continuous improvement, both internally and with suppliers and customers to build and support a cost effective broadband network.

NBN Co has established a quality management system oriented around high quality operation of the network and continuously improving our performance. The NBN Co management team will regularly review the effectiveness of the quality management system and actively promote and improve it.

## Roles and Responsibilities

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

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

### **Managers are responsible for:**

- Ensuring that employees are provided adequate training, information and supervision to perform their jobs
- Complying with relevant quality management systems
- Ensuring that any practice decreasing quality is eliminated
- The day-to-day management of quality issues that directly impact their area of responsibility
- Encouraging quality awareness within their area of responsibility.

### **Employees, consultants and contractors are responsible for:**

NBN Co is responsible for providing training in quality technology 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.

- Performing their work to a standard of quality
- Taking reasonable care that their acts do not adversely affect the quality of the **nbn** network
- Reporting any actions that do not align with this policy
- Undertaking their day to day work in compliance with this policy and relevant Quality Management Systems

## More Information

Please contact your manager or the Human Resource Support Centre 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 Quality, Standards and Field Practices Team.

## Related Policies

- Health Safety and Environment Policy

*Dean Jones*

*EGM HFC Deployment*

*Effective as of 1<sup>st</sup> September 2018*



# Document control

Policy owner	Dean Jones
Document number	NBN-DEP-GDE-3468
Revision	1.0
Issue date	01 SEP 18
Review date	27 <sup>th</sup> July 2018
Classification	UNCLASSIFIED
Dissemination limiting marker (DLM)	
Status	Approved
Plan of record?	
Policy author	Taran Croxton, Manager – Quality Management
Policy approver	Dean Jones, EGM HFC Deployment, to endorse and <b>nbn</b> Board to approve
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Department or business unit	HFC Deployment

# Revision history

Revision	Date	Description	Policy author
1.0	1 <sup>st</sup> September 2018	Document endorsed	Taran Croxton