



Australian Government

**Ansto**

Nuclear-based science benefiting all Australians

# Quality Policy

## ANSTO's Commitment to Quality

We are committed to the complete and timely fulfilment of our customer and stakeholder expectations through the implementation of quality principles.

We will:

- review and clearly document our processes and systems to confirm that they remain current, are available for use and are well understood;
- continuously improve our processes and systems through Organisational Excellence initiatives;
- establish and monitor performance against meaningful and measurable objectives;
- identify competency needs and provide ongoing training and professional development of our staff to meet those needs;
- review resources to confirm that they are sufficient to meet requirements;
- listen to our customers and stakeholders to understand their needs and expectations, and establish their level of satisfaction with our performance;
- conduct peer reviews of our research and development outputs;
- seek to link our objectives to our customer and stakeholder needs and expectations; and
- communicate our mission, vision, plans and objectives throughout the organisation.

## Actions

Our approach to quality will be implemented in a way that ensures our activities:

- comply with relevant Australian and International legislation, regulations, policies and standards;
- are undertaken by competent staff who understand their tasks and their roles in providing services and products;
- are provided with adequate resources to meet our goals; and
- are reviewed in an appropriate and timely manner.

Our quality objectives will be achieved through process management of our undertakings in research and development, facilities operation and the supply of products, services and advice.

This approach to quality management will ensure that:

- activities are efficient, effective and meet our customer and stakeholder requirements;
- innovation and involvement of people is encouraged; and
- continual improvement in our undertakings is supported.

Dr Adi Paterson  
Chief Executive Officer  
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