

POLICY

Continuous Improvement

POLICY No: 3003

EFFECTIVE: February 2010



THE POLICY

The purpose

The purpose of this policy is to affirm the commitment of *SwimmingSA* to the ongoing process of quality improvement.

Opportunities for continuous improvement can be identified from varied sources:

- Formal and ad hoc feedback from customers, members, volunteers and staff;
- Complaints from customers, members, staff and other stakeholders;
- By undertaking an annual self-assessment against the system standards, including the AS/NZS ISO 9000 Quality Management Systems standard and the SAI Global Business Excellence Framework.;
- By undertaking Assessment Validation
- By attending internal and external workshops

Relationship to system standards, including the AS/NZS ISO 9000 Quality Management Systems standard and the SAI Global Business Excellence Framework.

This policy and procedure is designed to put in place a continuous improvement approach to the management of SwimmingSA as industry best practice.

Sources of relevant data for continuous improvement

Feedback and evaluations:

Members, volunteers, swimmers, stakeholders and staff are encouraged to provide feedback about the quality of SwimmingSA's programs, facilities and resources.

- Members are encouraged to provide verbal and written feedback throughout their membership period through Evaluation Forms which are supplied at the acceptance of their membership.
- Volunteers, trainers and assessors are encouraged to provide feedback during scheduled meetings, events, and meetings as well as ad hoc feedback form supplied at the end of each event.
- Administration staffs are encouraged to provide feedback to the General Manager during regular staff meetings and on an ad hoc basis.

The General Manager will collect and analyse all feedback for consideration as part of the ongoing quality improvement process. Where possibilities for improvement are identified a Continuous Improvement Report will be completed and presented to the Board for its consideration.

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Complaints:

When the SwimmingSA receives a complaint it is dealt with under the Grievance, Member Welfare, Child Welfare or Members Behaviour Code of Conduct policy. Any areas for improvement, which become apparent when handling a complaint, are documented in a Continuous Improvement Register.

Self-assessment:

SwimmingSA carries out a self-assessment at least annually to measure compliance and highlight opportunities for improvement. The General Manager is responsible for this with the Corporate Governance Committee. A review of all policies and procedures is also carried out at this time. Any improvement actions identified are documented in a Continuous Improvement Report to the Board.

Internal and external workshops

SwimmingSA will participate in various workshops, education and planning with various Government and Industry agencies including ORS, ASC and SAL.

Record Keeping

A *Continuous Improvement File* is maintained and includes:

- A copy of the Continuous Improvement Policy and Procedure
- A copy of the Continuous Improvement Register
- Agendas and minutes of Corporate Governance Committee meetings
- Version control register master

Records of all continuous improvement activity shall be maintained for a period of at least two years after the continuous improvement action has been completed to allow review by the *Corporate Governance Committee*, for the purposes of self-assessment and for review by external agencies such as ORS.

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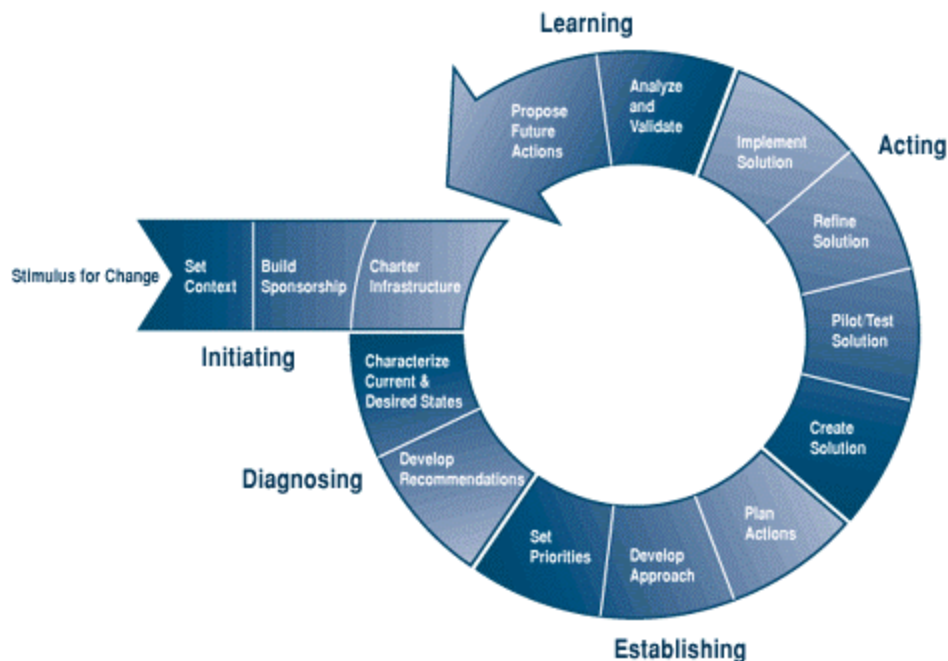
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The Approach



Adoption of Strategies

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Central Measurement

To ensure people have adequate information a link will be made available on the Swimming SA website and regularly updated for association representatives.