

**POLICY NO. 11****QUALITY POLICY****1.0 INTRODUCTION**

Mid West Ports Authority (MWPA) facilitates trade through the Port of Geraldton. MWPA is committed to conducting Port activities effectively, efficiently and to the extent possible, to ensure customer, community and stakeholder satisfaction.

To support and deliver on its Strategic Objectives, MWPA maintains and continually improves the effectiveness of its integrated management system and is compliant with the ISO Quality Standard ISO 9001-2015

**2.0 POLICY**

The Strategic Objectives of MWPA are to:

- facilitate, protect and grow efficient trade and tourism;
- realise development strategies;
- enable supply chain;
- engage and satisfy customers, community and stakeholders;
- operate in balance with the environment; and
- support workforce culture and safety through the application of systems innovation and technology.

MWPA has established measurable quality objectives. Continuous improvement occurs through monitoring and evaluation of MWPA's Strategic Goals and Initiatives and considering customer, community and stakeholder feedback.

This Policy forms part of an Integrated Management System together with Occupational Health and Safety Policy No. 10 and Environmental Policy No. 07.

**3.0 IMPLEMENTATION**

This Policy overrides any previous policy, procedure or agreement either written, or verbal relating to matters contained within.

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**Mr John Elkington**  
**Chair**

A handwritten signature in black ink, appearing to read 'Rochelle Macdonald'.

**Dr Rochelle Macdonald**  
**Chief Executive Officer**

Date Approved: 18 December 2019

Board Meeting Resolution Number: 19/59/005

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