



# Quality Policy

## *Commitment statement*

**ARPANSA is the Australian Government's primary authority on radiation protection and nuclear safety. We are committed to providing the highest quality services for the purpose of protection of people and the environment from the harmful effects of radiation.**

### **ARPANSA's commitment**

This policy shows the commitment of ARPANSA's management to:

- comply with applicable laws, regulations, standards and codes of practice
- enhance and improve customer experience by ensuring a focus on customers and service delivery
- perform quality work in accordance with documented policies, processes, procedures and work instructions within the integrated management system
- ensure that our scientific services meet the requirements of our ISO17025 accreditation
- maintain quality systems and set measurable objectives and targets to continuously improve the organisation and our outcomes
- consult with employees, contractors, suppliers, clients and stakeholders to understand their needs
- promote a culture that supports quality and continuous improvement
- ensure that continuous improvements are measured, evaluated and reported against the agency goals and objectives
- demonstrate strong senior management leadership and accountability for the effectiveness of the integrated management system
- report, investigate and learn from all opportunities for improvement.

ARPANSA encourages individual responsibility for quality, and while ARPANSA's management have additional responsibilities to allocate resources, provide instruction and ensure compliance, all employees have a responsibility to meet the desired outcomes and customers' expectations of the products and services provided by ARPANSA. To achieve this, all employees are actively engaged in identifying, implementing and improving processes and practices that support the requirements and objectives of the integrated management system.

This policy will be reviewed biennially.

  
**Carl-Magnus Larsson**  
CEO of ARPANSA