



**Cruising Yacht Club
of South Australia**

QUALITY POLICY

The Cruising Yacht Club of South Australia is South Australia's premier yachting and boating marina, committed to the highest quality of service to our members.

The Club will endeavour to meet all legislative requirements and exceed the legitimate expectations of our members through service of the highest standard. We welcome and encourage member feedback at all times.

The Club is dedicated to the principle of continual improvement. To support this philosophy, we have developed and implemented a Business Management System, incorporating quality, environmental and workplace safety aspirations. Our Quality Management System complies with the requirements of the Australian/International Standard, AS/NZS ISO 9001.

The Quality Management System provides the basis for working in a systematic manner through formalised procedures and processes designed to minimise variation in the service we provide. All staff will be appropriately trained and are dedicated to providing the highest professional service to our members.

Business objectives are established and regularly monitored and reviewed to ensure key performance indicators are being achieved. The business objectives are more formally reviewed at regular Management Review Meetings.

Management is committed to ensuring staff and contractors remain aware of their responsibilities, have adequate resources to conduct their work effectively and maintain member safety as their first priority at all times. All staff are responsible for the quality of their own work.

Management fully endorse this Quality Policy and the formal Quality Management System that has been implemented. It is the responsibility of all employees to ensure it is understood, implemented and maintained at all levels within the Club.

Craig Evans,
Executive Officer, CYCSA

27 January 2009