

QUALITY policy

The purpose of this policy is to provide an overarching policy underpinning the Melbourne Market Authority's (MMA) commitment to quality management procedures, practices and activities.

The MMA is committed to implementing, maintaining and continually reviewing a quality management system that is designed to deliver procedures and practices for effective decision making across all activities of the MMA, including those involving:

- Strategic and operational planning
- Risk management and compliance
- Financial management and external reporting
- Delegated authority and Board management
- Internal audit and continuous improvement
- Effective and functional stakeholder relationships

In order to achieve this the MMA have adopted and implemented a quality management system that is underpinned by the following eight principles:

EIGHT PRINCIPLES OF QUALITY MANAGEMENT



These principles will be reflected in all aspects of the MMA's activities.

The MMA is committed to a process of continuous review and improvement and will regularly review this policy and its quality management system, practices and activities.

The MMA may update this policy from time to time. Any changes will be published on the MMA website.

Approval Date: Sept 2019
Next Review Date: Sept 2021

Mark Maskiell
Chief Executive Officer

Peter Tuohy
Chairman

