

Wagga Wagga City Council

LIVESTOCK MARKETING CENTRE - QUALITY POLICY

REFERENCE NUMBER:	POL 063		
ORIGINAL APPROVAL DATE	May 1999		
RESPONSIBLE MANAGER	Livestock Marketing Centre – Facility Manager Council Businesses and Property		
RESPONSIBLE DIRECTORATE	Commercial Operations		
This document is to be reviewed bi-annually. Next review date: August 2019			
Revision number	Issue Date	Council Resolution	Council Meeting Date
1		Res No: 99/634	24 May 1999
2		Res No: 1155/00	15 September 2000
3		Res No: 141/03	24 February 2003
4		Res No: 243/04	23 August 2004
5		Res No: 09/077	27 July 2009
6	August 2013	Res No: 13/224.1	26 August 2013
7	August 2017	Res No: 17/279	28 August 2017

PART 1: INTRODUCTION

The Wagga Wagga Livestock Marketing Centre operates under a quality assurance program certified by National Saleyard Quality Assurance Limited (NSQA). The quality management system is detailed in the Quality Manual and associated documents. The Manager Livestock Marketing Centre is responsible for maintaining the quality system.

1.1 Policy Objectives

The Quality Policy provides assurances in the areas of food safety, final meat quality, stock traceability and customer satisfaction.

1.2 Scope of Policy

This policy applies to the Wagga Wagga Livestock Marketing Centre, Webb Street, Bomen.

1.3 Definitions

None

1.4 Legislative Context

None

1.5 Related Documents

Quality Manual and documents contained within the Quality Manual.

Australian Code of Practice for the Selling of Livestock.

1.6 Responsibilities

The Livestock Marketing Centre Manager is responsible for the maintenance of the quality assurance system.

1.7 Reporting Requirements

As detailed in the Quality Manual.

1.8 Approval Arrangements

As detailed in the Quality Manual.

1.9 Review procedures

As detailed in the Quality Manual.

PART 2: POLICY CONTENT

2.1 The Quality Policy

"At the Wagga Wagga Livestock Marketing Centre we will continually strive to provide all Saleyard users with best practice facilities and services for the sale of livestock.

We are committed to operate the saleyards under a quality assurance program accredited by National Saleyard Quality Assurance Limited (NSQA). The NSQA program is detailed in the Quality Manual and associated documents. Stakeholders will be consulted via the Wagga Wagga Livestock Marketing Centre Committee. The Wagga Wagga Livestock Marketing Centre Manager is responsible for the quality assurance program in the saleyards, to assure the following factors:

- *Product quality*
- *Food safety*
- *Environmental compliance*
- *Animal welfare and traceability*
- *Customer satisfaction.*

At the Wagga Wagga Livestock Marketing Centre we will:

- *Strive for continual improvement*
- *Set and uphold our own standards, not rely on regulation and inspection by others*
- *Be leaders in livestock marketing*
- *Continue to train our staff at all levels*
- *Encourage pride in workmanship*
- *Buy the most suitable supplies*
- *Involve everyone in what we do*
- *Welcome constructive criticism, and tackle issues raised.*

All people who use the saleyards affect operations and product quality, and they are asked to understand and participate in the quality assurance program. This will include following procedures, and contributing to the continual improvement of saleyard operations by their ideas and actions."