

Quality Policy

Australian Food Quality Associates (AFQA) is a leading provider of Food Safety and Quality System consultancy and support services.

AFQA have adopted and are committed to the international standard ISO 9001:2015 Quality Management System – Requirements. We do this to assist in the establishment of effective Quality Management Systems for our business.

Management Commitment and Resourcing

The Management of AFQA is committed to providing the required resources to ensure the implementation and maintenance of the Quality Management System.

The Management Structure is in place and includes dedicated resources for maintaining and improving the Quality Management System to achieve our business Quality Objectives.

Our key Quality Objectives are as follows:

Customer Service

AFQA consider customer service as the backbone of our business and we take pride in offering a tailored and personal approach to providing support services to our customers. The customer satisfaction level will be measured and areas for improvement identified. This will be achieved by direct communication and review with our customers (clients), and measuring specific customer satisfaction ratings.

We will also measure performance against achieving client scheduled servicing.

Business Associates

AFQA have dealings with various interested parties when providing our services. This includes our service suppliers, government authorities, auditing bodies and customer suppliers.

We consider these business associates as a key to the integrity of our services and to fostering shared success.

We endeavour to assess how we communicate and relate to our business associates. We are looking for improvements in communication methods and aim to show mutual respect for the position of each of our business associates.

Employee Development

We aim to achieve customer service and satisfaction by utilising employees who are focussed on technical skills and people skills. AFQA will develop our employee's skill in these areas to achieve our customer service outcomes.

This will be achieved by each employee having a review and development plan with personal development guidance, client development guidance and scheduled AFQA training activities.

Quality System Suitability and Effectiveness

The Quality Management System is supported by ongoing review and continuous improvements to ensure the appropriateness and effectiveness of the system. This will be achieved by measuring the results of internal verification systems and external auditing. Areas for improvement or system non-conformance will be identified and suitable corrective action will be determined and will be measured to ensure that improvement is driven through root cause analysis and timely action.

Specific Measures for each of these Quality Goals are included in our Quality Measures MSP0001.3

The Management of AFQA fully support the Quality Management System and are committed to maintaining suitable and effective systems and standards to ensure ongoing supply of quality service to our customers and that all relevant interested parties are included with integrity as we complete our services.



Ross Cameron
Managing Director