

## **Continuous Improvement Policy**

John Readings is focused on providing customers with world-class products and services. It is this dedication to quality that has gained us worldwide recognition as a cost-effective publisher and book seller (online and retail outlets).

At John Readings, we are committed to the development and delivery of high-quality products, services and solutions that enhance productivity to create satisfied and loyal customers throughout Australia and Asia/Pacific.

### **Purpose**

This policy provides details of John Readings' approach to continuous improvement in its business processes and practices, in order to drive organisational excellence and total quality management.

### **Policy Statement**

Continuous improvement is at the core of the management strategy of John Readings and covers all aspects of the business operation. Continuous improvement activities drive organisational excellence to improve value delivery to all John Readings stakeholders including participants, customers, employees, partners and society, thereby increasing the probability of long term success as an organisation. The focus is on improving quality and consistency at all levels and in all sections of the business.

By implementing a culture of continuous improvement, the company will:

- Focus on understanding and satisfying the customer,
- Regularly review approaches and methods with improvement cycles and conclusions implemented,
- Benchmark and regularly measure the performance of key processes,
- Manage business using facts rather than opinion,
- Maintain a culture of clear, open communication,
- Work to reduce cycle-time in all aspects of the business,

- Promote active teamwork as a normal way of achieving outcomes,
- Recognise and promote improvement efforts,
- Develop a culture wherein continuous improvement involves everyone and the process of change becomes routine, and
- Develop and value key partnerships with participants, customers and other stakeholders.

## **Method**

John Readings continuous improvement activities are closely linked with its quality management and so are implemented under the QA framework. John Readings employs a number of processes and strategies to monitor and improve performance of all operation.

John Readings will ensure:

- There is a systematic continuous improvement process in place, which is a fundamental component of the quality assurance approach,
- Opportunities for improvement will be identified through the following mechanisms:
  - Regular feedback from stakeholders,
  - Customer satisfaction surveys,
  - Qualitative and quantitative feedback,
  - Regular formal reviews across all of its operations,
  - Regular review of policies and procedures which is informed by all forms of feedback,
  - Regular internal audits are scheduled to monitor ongoing compliance with the ISO Quality Framework,
  - Complaints and appeals will be reviewed to identify root causes of the incidents and identify areas that need improving to prevent reoccurrence,
  - Management meetings are held regularly and used as an opportunity for managers to identify areas that require improvement,

- All improvements will be recorded and acted upon to ensure John Readings Pty Ltd is responsive to feedback and data across all areas of its operations.

### **Reference Documents**

The quality standards, management system and processes involved are detailed in the John Readings Quality Manual.

Other company policies and external legislation includes:

- Performance Management Policy and Procedure,
- Australian Standards for Editing Practice,
- ISO 9001 Standards,
- WHS Model legislation (Federal),
- Australian Standards for editing,
- NHVR (regulator) legislation,
- NHV Accreditation Scheme,
- TruckSafe Standards.