



Quality policy

The National Measurement Institute (NMI) is responsible for Australia's national infrastructure in biological, chemical, legal and physical measurements and the associated regulatory framework. Under the *National Measurement Act 1960*, NMI is charged with coordinating Australia's national measurement system, and for establishing, maintaining, regulating and disseminating Australia's units and standards of measurement. NMI is committed to facilitating a measurement system that serves, enhances and adapts to the productivity and growth of Australian Industries.

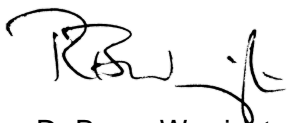
When delivering measurement standards and associated services, it is NMI policy to promote excellence in measurement and support services by demonstrating high-level scientific quality and customer service, together with a commitment to strive consistently to improve the quality of these services.

NMI's quality management objectives are:

1. To maintain excellence in service delivery and increase customer/stakeholder satisfaction levels by:
 - (a) continually improving customer/stakeholder liaison and communication within NMI;
 - (b) meeting agreed turnaround times, and where appropriate, improving them;
 - (c) leveraging customer/stakeholder feedback to identify and address problem areas.
2. To maintain and continually improve the effectiveness of our management systems and technical processes in our laboratories by:
 - (a) ensuring organisational commitment to comply with the principles embodied in the relevant ISO Standards, particularly ISO 9001, ISO/IEC 17025, ISO/IEC 17043, ISO/IEC 17034 and ISO/IEC 17065;
 - (b) enhancing operations to provide an increased customer focus;
 - (c) striving to improve service and product quality;

- (d) achieving excellent performance in both internal and external proficiency testing and intercomparison programs;
 - (e) maintaining third party accreditations of NMI's key services and methodologies.
3. To maintain and continually improve the effectiveness of our legal and regulatory activities by:
- (a) seeking to impose the least regulatory burden in balance with ensuring confidence in Australia's measurement system;
 - (b) maintaining regulatory frameworks in accordance with best practice Australian standards;
 - (c) striving to improve the level of awareness of industry as to their responsibilities regarding measurement;
 - (d) achieving excellent performance in both internal and external reviews of our legal and regulatory activities;
 - (e) ensuring that third party verifiers have the appropriate skills, knowledge and/or accreditations required for the measurement instruments they examine.
4. To act on the results of monitoring processes in a timely and effective manner to enhance NMI's overall performance.
5. To promote staff excellence by continually encouraging uptake of staff development programs and training.

In adopting these objectives, NMI management and staff undertake to work towards these goals and achieve excellence in the practice of their profession, and commit to familiarise themselves with and implement the policies and procedures of the quality management system.



Dr Bruce Warrington
NMI Chief Executive Officer and Chief Metrologist
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