



COUNTY OF NORTHERN LIGHTS

POLICY

QUALITY – MANAGEMENT COMMITMENT

CREATED: 2/9/2025

REVISED:

TOTAL PAGES: 1

The management of County of Northern Lights is committed to the development and improvement of an adequate quality system.

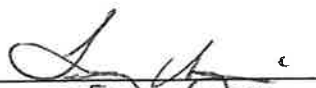
Management System. This commitment is demonstrated by:

- Communicating to employees the importance of meeting customer as well as statutory and regulatory requirements. Meeting minutes, training records, internal memos, etc. shall be kept of such communications.
- Establishing the County of Northern Lights Quality Policy for total commitment to excellence and the associated quality objectives. The Quality Policy and Quality Objectives are published and displayed.
- Conducting Management Review of activities and perform monitoring to ensure the Quality Management System is achieving the intended results done at planned intervals. Management reviews occur at regularly scheduled intervals. Management reviews the status of actions from previous management reviews. Corrective actions and other decisions from prior management is evaluated for effectiveness.
- Identifying and acquisition of controls, processes, equipment, fixtures, resources, and skills need to achieve the required quality.
- Demonstrate leadership and commitment to customers by ensuring the conformity of products and services by determining, assessing and addressing any risks that could affect them.

CUSTOMER FOCUS

County of Northern Lights management will ensure that customer needs and expectations are determined, converted into requirements, and fulfilled to meet or exceed those expectations. The general needs of our customers are defined by the fact that County of Northern Lights was established to perform specific services. Our customers' specific needs are determined through continual verbal and written communications and periodic visits to their facilities to better understand their individual processes. It is the responsibility of all personnel that interface with customers to access stated or implied needs and bring them to the attention of top management so that they may be addressed. To continually improve, the department also monitors, measures, and analyzes customer satisfaction throughout the business cycle. Management reviews process performance, product conformity and audit results for performance trends.

The department also meets all of its other obligations, including regulatory and legal requirements.



Chief Elected Official

Chief Administrative Officer