

THE CORPORATION OF THE TOWNSHIP OF TUDOR AND CASHEL

BY-LAW NO. 2013-12

**BEING** a By-law to establish a Quality Improvement Policy within the municipality.

**AND WHEREAS** this policy is to be carried out to realize the ultimate goal of all quality assurance (both internal and external) is to enhance quality thus promoting trust among stakeholders.

**AND WHEREAS** Section 8. (1) of the *Municipal Act, 2001, c. 25*, as amended allows municipal powers to be interpreted broadly so as to confer broad authority on municipalities, enable them to govern their affairs as they consider appropriate; and enhance their ability to respond to municipal issue.

**NOW THEREFORE**, the Council of The Corporation of the Township of Tudor and Cashel **ENACTS AS FOLLOWS:**

1. The Quality Improvement Policy and Appendices attached hereto are hereby approved for use within the municipality.
2. This By-law shall come into force and take effect upon the passing thereof and that all former by-law governing such allowances are hereby repealed.

PASSED THIS 02<sup>ND</sup> DAY OF APRIL, 2013.

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REEVE: WANDA DONALDSON

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CLERK: BERNICE CROCKER

## **POLICY**

The Township of Tudor and Cashel realizes the ultimate goal of all quality assurance (both internal and external) is to enhance quality thus promoting trust among stakeholders.

Regardless of how quality is defined, the ultimate aim of all quality assurance processes, and related to services, activities, or municipal operations should always be to enhance quality levels through a considered examination of processes, their outcomes, and by maintaining a balance between accountability and improvement.

The Township of Tudor and Cashel will work in cooperation with all levels of government (Federal, Provincial, County and Municipal) to ensure emerging issues are addressed and processes continue to be evaluated.

## **PURPOSE**

The purpose of this policy is to help ensure “excellence in service delivery”.

## **PROCEDURES**

1. The following practices are recognized as important means of achieving continuous quality improvement, and will be encouraged and maintained:
  - a) Commitment to and promotion of a strong, healthy and safe community and environment.
  - b) Addressing quality in planning and evaluation activities, and the implementation of recommendations arising from measurement and evaluation activities.
  - c) Regular meetings of Committees of Council, (which include staff and volunteers) will promote regular and ongoing dialogue between the community partners at all levels.
  - d) Committees of Council provide alternative and ongoing opportunities for residents, volunteers and staff to recommend improvements to services and operations.
  - e) Training opportunities for staff and volunteers, including training in quality improvement.
  - f) Consultations with the community, with regard to municipal strategic plans, via the Committees of Council, (Roads Committee and Sustainability Committee) there is engagement and active involvement of various stakeholders.
  - g) Service data will be collected, maintained and used in planning changes to services, in advocating for changes in legislation, regulations or resource allocation.
  - h) Surveys, to our ratepayers, to question service and budget planning are required to reflect the needs of those who own property within the Township of Tudor and Cashel.
  - i) The Township of Tudor and Cashel conducts annual audits and those reports are available to the public for the purposes of transparency, accountability and openness.