

# Policy – Continuous Improvement



## 1. Purpose

This policy provides details of the DMTC approach to continuous improvement in its business processes and practices in order to drive organisational excellence and provide stakeholder satisfaction.

## 2. Policy Scope/Coverage

This policy applies in the first instance to all DMTC Management Team, including program leaders. Actions and procedures generated from this policy will be implemented as part of DMTC's broader business, project management and program management processes.

## 3. Policy Statement

### 3.1. Policy Overview

Continuous improvement is at the core of the management strategy of DMTC and covers all aspects of the operation of the centre. Continuous improvement activities drive organisational excellence to improve value delivery to all DMTC stakeholders including partners, customers, employees, and society, thereby increasing the probability of long term success as an organisation. 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
- develops and values key partnerships with partners, customers and other stakeholders.

### 3.2. Method

DMTC's continuous improvement activities are implemented under an appropriate formal framework as agreed from time to time, utilising the various methodologies and strategies available therefrom.

Progress on implementation and tracking of performance will be communicated to the Board, Management Team and DMTC stakeholders through the Information Management

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System (IMS).

Other improvement opportunities will be identified and acted upon on an opportunistic basis, as required.

## 4. Linked Policies, Procedures and Forms

All DMTC policies and procedures which are relevant to continuous improvement activities