



Australian Government

Department of Defence

Defence Support Group

Defence Estate Quality Policy

A key element of the responsibilities of the Defence Support Group (DSG) is the stewardship of the Defence Estate. DSG manages on a national basis, all buildings, infrastructure and property as “corporate assets” and holds responsibility for all “building owner” functions. These functions include the development, implementation and review of policies, procedures, strategic planning, development and delivery of capital works, acquisitions, operation and maintenance of infrastructure assets, property leases and disposals. DSG is also the Technical Authority for Environment, Training Area Management, Engineering and Maintenance across Defence portfolio. Successful stewardship of the Defence Estate is supported by the Defence Estate Quality Management System (DEQMS).

DEQMS provides the platform for compliance and achievement of best practice in developing and managing the Defence Estate and related services. DEQMS is certified to AS/NZS ISO 9001:2008 standards (an international quality certification defining minimum requirements for a company’s Quality Management System). Commitment and compliance with policies and procedures will ensure DSG satisfies Commonwealth procurement, financial, statutory, regulatory and technical requirements and “fit for purpose” and “value for money” outcomes. Quality assurance in our workplace is reinforced by our culture of continual improvement.

Our culture of continual improvement is achieved through management reviews, stakeholder feedback and internal and external quality audits. In addition, management and staff actively embrace the DSG culture, promoting effective and efficient achievement of organisational objectives and best practice standards. Continual improvement also addresses the goal of enhancing risk management processes and practices. All staff are responsible for taking a proactive and preventative approach to risk management.

Working together enables DSG to achieve *Departmental Program*¹ objectives and in turn, strategic *Defence Outcomes*². It is imperative both individual and group contributions to these objectives and outcomes are recognised and celebrated by all staff at every level.

This policy statement is effective as at the signed date.

A handwritten signature in black ink, appearing to read 'Simon Lewis'.

Simon Lewis, PSM
Deputy Secretary Defence Support

21 October 2011

¹ *Departmental Program 1.6 - Defence Support*

² *Defence Outcome 1 of 3 - The protection and advancement of Australia’s national interest through the provision of military capabilities and the promotion of security and stability.*