

ISO 9001 and ISO 18091

# Local Government Quality Management Systems

# Intended to address

- Training, competency, and knowledge of personnel,
- Process formalisation and optimisation,
- Local government qms
- Customer focus including complaints and compliments,
- Risk management including all aspects of identification, analysis, evaluation, treatment, implementation, communication, monitoring and reporting,
- Fraud and corruption control framework including policies, procedures and Quality Objectives,
- Strategic planning including goals and supporting objectives,
- Senior leadership change management, and
- Corrective action and continual improvement.

# YouTube presentation

- <https://www.youtube.com/embed/tompZt4XZbl>

# Overview of requirements

