



Trade Measures Branch: Quality Assurance Policy

Purpose

The aim of the Trade Measures Branch's Quality Assurance (QA) policy is to enhance the quality of its investigation findings, reports and recommendations.

Objectives

The Branch will achieve the aim of its QA policy by focusing on the achievement of the following objectives, which form the basis of this Policy:

- **Defensibility** – the outcomes of the Branch's core activities withstand the scrutiny of its Minister, interested parties, merits review (TMRO) and judicial review;
- **Consistency** – Branch is consistent in the performance of its business;
- **Confidence** – the Minister, the Branch and interested parties have confidence in the work processes and outcomes of the Branch;
- **Knowledge Exchange** – the exchange of technical knowledge, skills and information between Branch members is facilitated;
- **Training and Development** – the Branch's QA processes provide members with opportunities to identify areas of improvement, which may form the basis of further training and development initiatives;
- **Best Practice** – the Branch is a leader in international Anti-Dumping administration, in accordance with world best practice;
- **Accountability** – subject to confidentiality considerations, the Branch's work processes are open and transparent; and
- **Efficiency** – a focus on efficient management, planning and processes to achieve excellence and ensure continuous improvement.

Principles

The QA program for the Branch includes the following concepts:

1. Appointment of a Quality Review Team (QRT) established for the purpose of performing reviews as set out in the Quality Review (QR) Guidelines;
2. Review of reports within the Branch for accuracy and consistency with legislative, policy and WTO requirements prior to being finalised and placed on the Public File as set out in the QR Guidelines;
3. Appointment of the Director Policy & Projects as QA Coordinator to coordinate the implementation, maintenance and improvement of this Policy; and
4. QA procedures informed by the principles of Australian/New Zealand ISO 9000 Standard for Quality Management Systems and Customs' Risk Management Policy.

Features

1. A commitment to widespread involvement of all staff in the QA process, through:
 - critical and rigorous review of work processes;
 - individual responsibility to understand this Policy and undertake QA procedures, when preparing and reviewing reports and spreadsheets for investigations, as set out in the Case Management Guidelines; and
 - involvement of all Branch members in QRTs, as agreed by the QA Coordinator and the relevant Director.
2. For each investigation appoint a QRT for that is responsible for:
 - reviewing reports and spreadsheets (in compliance with the QA Checklist);
 - ensuring that the quality review is appropriately documented using the QA Summary;
 - discussing issues arising from the quality review with the Case Team/Case Director and, where appropriate, Director Policy and the QA Coordinator; and
 - ensuring that officers follow document version control procedures, as set out in the Case Management Guidelines.
3. Appointment of a QA Coordinator, who is responsible for coordinating the implementation, maintenance and improvement of the QA Policy, including:
 - facilitating the establishment of each QRT;
 - coordinating feedback from QRTs and Case Teams in relation to the quality review process;
 - reporting to the National Manager Trade Measures (NMTM) and Directors regarding the performance of the quality review process and any suggestions for improvement;
 - ensuring awareness of the QA Policy throughout the Branch; and
 - providing advice and guidance to each QRT.
4. Involvement of Case Teams and the Case Directors in QA processes, in:
 - supporting the QA Policy within their sections;
 - ensuring the required quality review procedures are undertaken; and
 - the Case Directors, signing-off on the QA Summaries.
5. The commitment and support of the NMTM for the QA Policy.

Structure

The review processes operate within an overarching QA framework that clearly defines priorities, accountability, responsibility and a cycle of continuous improvement. The documents supporting the framework are:

- Quality Review Guidelines;
- Quality Review Checklist;
- Quality Review Summary for each case; and
- Quarterly Quality Assurance Management Report.