



VALLETTA  
*Città Unilissima*

KUNSILL LOKALI VALLETTA

## Quality Policy

Version 2

Valletta Local Council is committed to effectively managing the upkeep of Valletta and providing a consistent service to both Valletta residents as well as the general public who visit Valletta. Consistency is assured through the implementation of established policies and procedures approved by the Council and followed up by the people.

Valletta Local Council has adopted and implemented a Quality Management System based on the requirements of ISO 9001:2015. The Council is committed to continual improvement with regards to both the services it provides as well as the management of the city of Valletta. This commitment further extends to continually improving the effectiveness of the Management System to ensure its continuity and sustainability to our remit. In this regard, the Valletta local council has committed to provide the required resources to ensure this is achieved.

The scope of this Quality Management System (QMS) covers all activities undertaken by Valletta Local Council which comprise payments of fines, rents, and commercial license, issuing of permits and maintenance of Valletta.

Quality Objectives have been determined as a measure of the effectiveness of the Quality Management System.

We commit that this Policy together with the set Quality Objectives are communicated to all our employees.

This policy applies to all areas of Valletta Local Council and will be reviewed annually by the Council to ensure that it is continually suitable to the organisation's needs.

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Mayor Alfred Zammit

25/11/2022

Date