

SANILAC COUNTY COMMUNITY MENTAL HEALTH AUTHORITY

ADMINISTRATIVE POLICY

NUMBER: BA069

NAME: INDUSTRIAL PRODUCT/SERVICE QUALITY

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| INITIAL APPROVAL DATE: | 06/02/1999 | APPROVED BY: Administrative Committee |
| (LAST) REVISION DATE: | 12/04/2007 | APPROVED BY: Executive Director |
| (LAST) REVIEW DATE: | 03/20/2025 | REVIEWED BY: Policy Committee |
| DISCONTINUED DATE: | N/A | REPLACED BY: N/A |

I. PURPOSE

II. APPLICATION

Populations: **ALL**
Programs: **Direct - ALL**
Contracted - ALL

III. POLICY

It is the policy of Sanilac County Community Mental Health Authority (Sanilac CMH) that within its work training program, known as Creative Enterprises, products will be produced, and services will be provided at the highest level of quality and that the expectations and needs of its customers will be met consistently and in a timely manner.

IV. DEFINITIONS

V. STANDARDS

A. QUALITY ASSURANCE SYSTEM

It is the intent of this policy to foster at all levels of the organization, a commitment, an understanding, and an ability to implement a strong quality assurance system within the industrial work-training program.

B. RESPONSIBILITY DEFINED

The responsibility, authority and interrelation of personnel who manage, perform, and verify work affecting quality shall be defined in individual job descriptions and appropriate procedures.

C. PERSONNEL

Through the authority of this policy, all staff whose work affects product/service quality shall perform the following:

1. Initiate action to prevent the occurrence of any nonconformities relating to product, process, and quality system.

2. Identify and record any problems relating to the product, process, and quality system.
3. Initiate, recommend or provide solutions through designated channels.
4. Verify the implementation of solutions.
5. Control further processing or delivery of nonconforming products/services until the deficiency or unsatisfactory condition has been corrected.

D. RESOURCES

The agency shall identify resource requirements and provide adequate resources, including the assignment of trained personnel for management, performance of work and verification activities, including internal quality audits.

E. PERFORMANCE REPORT

The Program Supervisor/Industrial Coordinator shall ensure that a quality system is established, implemented and maintained in accordance with the highest quality standards. The Industrial Coordinator and Assistant shall report to Supervisor on the performance of the quality system for purposes of review and as a basis for improvement of the quality system.

VI. ATTACHMENTS

VII. REFERENCES