

## QA01 - QUALITY MANAGEMENT SYSTEM

### QUALITY MANAGEMENT SYSTEM

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## 1. Introduction

Proline Building Commercial Pty Ltd is a wholly owned independent company, established with the aim of providing building construction work, to both private and public sector clients, who demand responsive service and quality work. Our work is primarily the construction of new buildings and the extension, fit out and renovation of existing buildings, conducted in the Sydney Metropolitan area on commercial and industrial projects with a contract value up to \$18,000,000.00.

This Management System is established in accordance with the quality system international standard AS/NZS ISO 9001 to assure the quality of our work. The Management System comprises the System Manual, which defines the policies and procedures that provide our employees and subcontractors with a clear understanding of the requirements to be complied with, to ensure that our products and services meet all customer and best practice requirements, and Forms and Instructions, which are used to verify activities and provide evidence that the specified requirements have been met. The Management System Manual also defines the company structure and the responsibilities and authorities of our people.

Implementation of our Management System ensures that we focus on the strategy of best practice and continual improvement of our business practices. Adherence to the policies and procedures of our Management System assures our clients that Proline Building Commercial Pty Ltd provides products and services that conform to requirements.

The quality system requirements in this manual are complimentary to industry standards and codes of practice, the conditions of specific contracts, contract specifications and drawings.

## 2. Definitions

The scope of this quality management system is for:

**Major works** comprise construction jobs or projects with a contract value greater than \$500,000.00

**Minor works** comprise building construction jobs that are not categorised as major.

### 3. Context of the Organisation

The context of the organisation has been reviewed identifying relevant interested parties, their needs/expectations, including any risks or opportunities associated with. Actions have been documented and will be reviewed during Management Review Meetings.

The Organisation	Interested Parties	Needs / Expectations	Risks	Opportunities	Action
Company: Commercial construction – sole owner	Owner	Profitability, return on investment and growth in market value of organization	Fail to be profitable	Increased growth	Increased training of employees - Systems - Programming
Clients: Small number / high profile	Clients/Customer	Expect high quality products Projects on time in budget	Fail to deliver projects on time, on budget and excessive defects	Deliver on time in budget, high quality defect free	Review project planning / job in progress procedures, identify early warning / programming / increased training in QMS
Key Employees: Managing Director / General Manager Workforce: 10-20 employees – varied ages	Senior Management	Company must remain financially healthy, concerned with growth of company and QMS processes must be efficient	Fail to engage / promote system	Increased ownership of system	Increased training of employees - Systems - Programming
	Employee/s	Good work environment, fair compensation and appropriate training, job security	Incompetent employees / high turnover of employees	Long term, happy, well trained, competent employees / rewards	Performance Reviews / Feedback to employees Team building exercises Review training needs Increase training - Systems
Various / high turnover	Suppliers / Subcontractors	Expect to be paid promptly and need for company to clearly defined product/service requirements in P.O or contract	Breakdown in relationship, use of Security of Payments Act	Improve, foster ongoing relationships	Review Trade Contract Agreements / clearly define projects requirements prior. Review tender process

Accreditations	Certification Body	Level of compliance to ISO 9001 & others	Major Non conformances Loss of certification/s	Maintaining certifications	Maintain Resources - Dedicated Systems Manager
General Public	General Public	Maintain good community relationships/reputation Environmental protection Ethical behaviour Compliance with statutory and regulatory requirements	Poor reputation	Increase reputation	Review Corporate Social Responsibility Plan / Training in CSR / Ethics Auditing of projects to ensure compliance

#### 4. ISO9001 References

ISO9001 REFERENCE		MANAGEMENT SYSTEM REFERENCE	
1	Scope	2	Definitions
		5.1	The Company – Proline Bld Comm
3	Terms and definitions	2	Definitions
4	Context of the Organisation	3	Context of the Organisation
5	Leadership	5	Management Responsibility
6	Planning	6	The Management System
7	Support	7	Control of Documentation
8	Operation	8	Control of Records
		9	Resources
		10	Subcontractors & Suppliers
		11	Training
		12	Process Management
		13	Quotes and Contracts
		14	Inspection and Testing
		15	Customer Supplied Items
		16	Equipment, Plant and Tools
		17	Handling and Storage of Materials
		18	Control of Non Conformances
9	Performance evaluation	19	System Review
10	Improvement	21	Corrective action and improvement

## **5. Management Responsibility**

### **5.1 The Company – Proline Building Commercial Pty Ltd**

Proline Building - Commercial Pty Ltd provides building construction services in accordance with the drawings and specifications of clients. Our clients are commercial or industrial and include both private and government organisations. Some of the work we do is subcontracted to others, but we maintain control over their activities and inspection of their work.

The main things we do are:

- Prepare and sign a contract with the client after discussing what they require;
- Apply for permits as required;
- Purchase the materials required for the work;
- Organise subcontractors quotes and work;
- Carry out the work and get progress payments;
- Verify that completed work is to requirements;
- Get all certificates/maintenance manuals signed off when required;
- Clean up the site;
- Hand the completed job, or completed stages of a project, over to the client only when we have confirmed practical completion and/or the job is finished properly.

We also:

- Tell the client that the quality of our work is very important for them and for us;
- Make sure everything is right, as shown on the drawings and specifications;
- Monitor subcontractors to ensure that their work is right;
- Maintain safe work practices;
- Protect the environment;
- Monitor the works to ensure compliance to specifications and client requirements.

The policy statement that appears on the following page has been developed by executive management and is a statement of the company's objectives for, and commitment to, quality. Our policies are consistent with the organisational goals and the identified needs and expectations of clients. They are communicated to all employees during induction and implemented and maintained at all levels of the organisation.

The organisation chart that follows identifies the interrelationships and functional responsibilities of personnel within the company. The responsibility and level of authority attached to each position in the organisation are defined in job descriptions, which are authorised by the Managing Director and agreed to by employees holding these positions.

## 5.2 Quality Policy

Proline Building Commercial Pty Ltd is committed to a Quality Assurance Policy and the implementation of a Management System, which will allow us to maximise our efficiency and productivity to meet the company's goals and objectives of customer satisfaction, employee satisfaction and profitability.

To achieve these goals, the company will maintain a Management System in accordance with AS/NZS ISO 9001 which will be applied to the processes we follow in order to provide products and services to our customers.

This Management System is the assurance to our customers that Proline Building Commercial Pty Ltd, will conduct our business with due regard to contractual, legal and regulatory requirements, providing services that consistently meet the needs and expectations of our customers.

We believe that the provision of quality based products and services will provide the cornerstone for future competitive advantage, enhance our reputation and promote our long term success, thus providing a stable base for ongoing customer and employee satisfaction.

All management, staff and subcontractors are informed of this quality policy and of their responsibility to comply with the requirements of our Management System.

Signed:  \_\_\_\_\_

Date: 16/08/19

(Scott Beynon - Managing Director)

### 5.3 Objectives and Targets

Objectives are established by Management to ensure that the company meets customer and product or service requirements, legal and regulatory requirements, and continually improves its overall business performance. Objectives are measurable, consistent with the Quality Policy and are regularly reviewed by Management to assess the need for change.

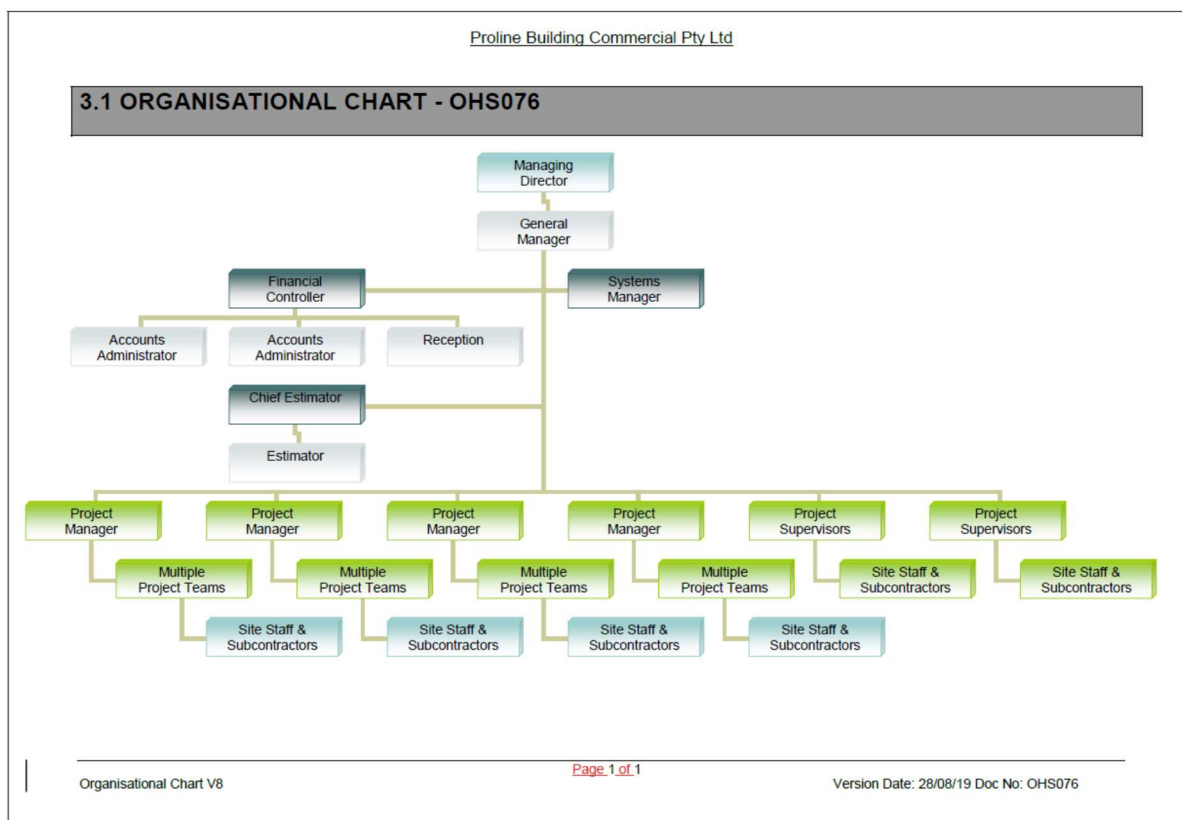
Objectives and targets will be achieved by having a trained and committed workforce who know, understand and support the operations of our Management System and make it work effectively on all sites and at all levels within the company.

Objective/ Target	Responsibility	Timeframe	Resources / Review
Obtain and maintain ISO 9000:2015 accreditation	All/ Systems Manager	July 2018	Audit Reports Ongoing surveillance reviews by DLCS
Improve on time delivery of projects by 10% from previous year	Project Managers	End of each Project / Register Reviewed during MRM conducted annually	Review Project Review Register/s
Improve customer satisfaction by lower defects rate post project completion	Systems Manager	End of each Project / Register Reviewed during MRM conducted annually	Review Project Review Register/s
Respond to defect notices within the nominated time frame / Improve customer satisfaction with quick response / action	Project Managers	Time frame to respond to defect notices < 14 days or as directed otherwise.	Response submitted to 100% of defect notices within 14 days or as directed otherwise.
Strive for continuous improvement through ongoing review of work methods and practices	Senior Management Systems Manager Project Managers	End of each Project / Project Reviews during MRM (Management Review Meeting) conducted annually	% of Internal audits conducted to schedule
Reduce workplace accidents and injuries, and subsequent lost time, to zero	All Reporting - Systems Manager	Register Reviewed during MRM conducted annually	Incident / Accident Register No of incidents / accidents Lost time injury rate
Ensure that subcontractors and suppliers operate with the same objectives in mind	Project Managers Systems Manager Site Supervisors	End of each Project / Register Reviewed during MRM conducted annually	Project Review Register Non conformances raised against subcontractors
Control non-conforming works.	Project Managers Site Supervisors	Reviewed annually during Management Review Meeting	Identify and report Non-conformances within 48 hours of identifying one to PM for Corrective Action. 100% of identified
Develop skilled workforce	All	Review training / hours annually	Increased training hours



## 5.4 Organisation Chart

### PROLINE BUILDING - COMMERCIAL PTY LTD



## 5.5 Management Representative

The person responsible to ensure that the requirements of this Management System and related procedures are implemented and maintained in accordance with ISO 9001:2008 is the Systems Manager.

The Systems Manager has the authority to carry out audits to make sure that the requirements of the quality and health and safety system standards are established, implemented and maintained, and to report on the performance and effectiveness of the Quality Management System to the Managing Director, General Manager and promoting the awareness of customer requirements to all personnel.

## 5.6 Communication

Proline Building Commercial Pty Ltd, encourages open communication throughout the organisation, thus ensuring effective implementation of all Management System procedures, in compliance with the associated objectives.

This is maintained through Management and staff meetings, in conjunction with memo's, email's and informal meetings. Communication for particular projects is also of utmost importance with regular project review meetings with both internal and external project personnel being carried out.

Through the company policies, objectives and meeting opportunities, management communicates awareness and the importance of determining and meeting client requirements and ensuring their satisfaction, of meeting statutory and regulatory requirements and that all personnel contribute to achieving the company's goals and objectives.

Proline Building Commercial Pty Ltd promotes communication between the above through various medians. The following table outlines the various medians Proline Building uses to ensure open communication is obtained.

### Communications Matrix

Median	Target Audience	Frequency	Notes
<b>General</b>			
Telephone	All	As required	Diary Documentation if decisions are made
Facsimile	All	As required	A copy must be retained for files
Email E-Bulletins Safety Alerts	All	As required	
General Letter Correspondence (Mail)	All	As required	A copy must be retained for files
Memorandums	All	As required	Email out to all required
Face to Face	All	As required	Diary Documentation if decisions are made
Site Signage / Posters	All	On each project	To be displayed in Site / Lunch Sheds
WHS Plans including Evacuation Plans	All	On each project	WHS Plans to be communicated through Induction Evacuation Plan to be displayed
Inductions	All	On each site	Online inductions via website Communicated by the Site Foreman – Site Induction Records
<b>Meetings</b>			
Project Meetings	Project Team	Weekly / fortnightly	Informal meetings, diary notes if required
Project Team Meetings	Client, Builder, Architect, Sub Consultants	As required	Meeting Minutes are documented & distributed
Toolbox Meetings	Site Supervisor– All on site	Weekly	Meeting Minutes are documented & available in site office for review
Informal Meetings	Site Manager Sub-contractors, site staff	As required	Diary Notes taken
<b>Internal</b>			
Office Meetings	Proline Office Staff Only	As required	Meeting minutes are documented
Health & Safety Seminar Training	Proline Staff Only	As required (12 monthly)	Internal Health & Safety Seminar Training
<b>Subcontractors</b>			
Project Tender Clarification & Site Specific Requirements Review Meeting	All Subcontractors	Prior to commencement	Notes attached to Trade Contracts if required
Site Induction – Onsite Reviews	All Subcontractors	Prior to commencement	Site Induction Records
Request for Information	All Subcontractors	As Required	Email Requests

Proline Building Commercial Pty Ltd

Progress Reports	All Subcontractors	Daily / Bi-weekly	Onsite Diary Notes Email – progress requests
Change In Tenders	All Subcontractors	As Required	Email Notifications – notification of changes
Subcontractor Safety Alerts	All Subcontractors	As Required	Email Safety Alert Memo's
<b>Other</b>			
Request for Information System	All / Client / Architect/ Engineer	As required	RFI System Logged & Reviewed (Refer to the Project Management Procedure for further information re: RFI System)
Newsletter	All	As required	Proline Buildings General Newsletter
Update Reports	Client	As required	Written document of project progress
Client Satisfaction Surveys or Client Generated Reports	Client	Generally per project	Satisfaction Survey, designed to open communication lines and assist in improving our service
WHS Reporting Requirements	All	As issues raised by employees	Memo's / Corrective Action Notices to be issued
WHS Statistic Reporting	All	Annually	Reporting Template issued Email to all
Subcontractor Consultation	All Subcontractors	Weekly	Weekly Site Safety Walks
Site Shed / Lunch Room Notice board	All	On each Project	Memo's / Safety Alerts / Site Rules / Hazardous Substance Register Posted Up
Safety Data Sheets	Person/s carry out the works	For each Hazardous Substance	Communicated through the Safe Work Method Statement
Incident /Accidents Notifiable Incidents	All Workcover NSW	As required	Memo's Online reporting forms
Changed Work Practices	Employees / Subcontractors	As required	Communicated through the Safe Work Method Statement Reviews Changed Safe Working Guidelines, Emails, Safety Alerts, Memo's, WHS Seminars

## **6. The Management System**

The scope of this document is to identify and describe the processes that form the Proline Building Commercial Pty Ltd Quality Management System. The policies identify the processes we adopt to implement the System while undertaking the company's business operations. The procedures provide our employees and subcontractors with a clear understanding of the requirements to be complied with to ensure that our products and services meet all client and best practice requirements.

Management is responsible to identify the processes needed for the Quality Management System, determine their sequence and interaction, and ensure that their development, implementation and control is in accordance with the requirements of the ISO 9001 standard. Controls are established to ensure the availability of information and resources to support the processes and to monitor, measure and improve their performance.

The Quality Management System will be fully implemented for major works and applied to minor works as deemed necessary by the Managing Director or client requirements.

The main areas that are included within the Quality Management System are as follows.

### **6.1 Policies**

The policies manual outlines the company's business practices and how the Management System is implemented. The policies define how the requirements of the standard are met.

### **6.2 Procedures**

The procedures provide specific details on how the work processes of the company are carried out, such that the goals and objectives of our company are met. The procedures define, in a process flow format, the step by step process of each business activity to ensure that standard outcomes are achieved. The procedures ensure that our work complies with quality assurance standards and industry codes of practice.

The range and detail of the procedures and work instructions that form part of the Management System are based upon the complexity of the work, the methods used, and the skills and training needed by the personnel involved in carrying out the activities.

### **6.3 Forms and Instructions**

The record forms and instructions that form part of the quality system include:

### **6.4 System Record Forms**

Record forms assist to implement the procedures. They are established to provide a consistent way of assessing the correct implementation of the Management System procedures. Completed record forms provide verification that our work activities, products and services comply with requirements and can be in hard copy or electronic format.

## **6.5 Inspection & Test Plans (ITPs) / Checklists**

The ITPs plan the inspections and any tests we do for each stage of the work as required by the contract or governing standards. They are used for major building works and are signed off as the job progresses. Day Book notes and any other records kept are noted on the ITPs.

The ITP is also the foundation of the Quality Plan for each major project. It is prepared before the start of each job. There is one for each type of work or trade. These ITPs identify the items of work to be done, the standard of work for each and what order is to be followed. It also includes the inspections and tests required as set out in the client's specifications and drawings.

When all our quality assurance and inspections are done the ITPs are signed off to show that everything has been finally inspected and is correct. They also include any inspections and tests to be done by subcontractors, suppliers and authorities. We follow the ITP using good trade practice and the best industry standards. Instructions are given by us to fix things up immediately if they are wrong. Completed ITPs, all Procedure Forms, records, certificates and dockets are kept to show to clients that the work is correct and is in accordance with the specification.

## **6.6 Work Instructions**

Work Instructions provide specific details and instructions on how to carry out an inspection or a test and how an activity is performed. Trade based work instructions support each appropriate ITP. For works that are undertaken where the standard ITPs and work instructions are insufficient, specific ITPs and/or work instructions will be developed if necessary. Work Instructions may include any manufacturer's and/or supplier's instructions.

## **6.7 Quality Plans**

The ITPs are our quality plans. These are detailed for each trade we do on a job. We sign them off when the work activities are completed and the work is correct. If the standard ITPs do not fit the job we alter them or develop and implement new ones.

A detailed Project Quality Plan is established for a particular major project when required by the client or deemed necessary by the Managing Director. The Project Plan is a summary of the project information, data and activities planned for a particular project to ensure that a quality end product is achieved. It outlines roles and responsibilities, defines inspection, test and verification activities and is reviewed and updated as the project evolves.

## **7. Control of Documentation**

### **7.1 Issue and Receipt of Documents**

Any documents that are used or issued by the company, and which might be subject to revision or change, are controlled to make sure that they are always current. These documents may be relevant to projects or to the Management System and include policies, procedures, work instructions, record forms, drawings, reports, studies, specifications, contracts, codes of practice, standards, legislation etc

Controlled documents are reviewed and approved before being issued. The purpose and status of the documents are clearly identified to the recipient. Distribution of documents is controlled to ensure that appropriate personnel receive current approved editions.

### **7.2 Revisions to Documents**

Changes to controlled documents receive the same level of review and approval as the originals. Records of changes are maintained and superseded documentation is identified and/or promptly removed. In this way the necessary and most current information is relayed in a timely manner and available to those who need it. Obsolete or superseded documents are removed from the electronic file and saved under the redundant file folder, which are not to be used.

### **7.3 Documentation Supplied by the Client**

Project information in the form of briefs, sketches, drawings and the like, supplied to the company by the client as design input, is appropriately identified and filed to ensure it is not misplaced and available to staff when required.

### **7.4 Documentation Identification and Traceability**

All project and administration documents produced by Proline Building Commercial Pty Ltd are identified with the company name and the relevant project name and number.

All information and documentation is processed in a standardised manner of issue, receipt, and filing, in accordance with the Procedures, to ensure that information may be traced and retrieved by all parties associated with a project.

## **8. Control of Records**

Records are kept to demonstrate that our work meets specified requirements and that our Management System procedures are followed. Records are always readable and kept securely in an indexed filing system. They include contracts, orders, specifications, plans, drawings, minutes and correspondence. Records include subcontractor's records and are identified to their particular job or project and filed accordingly. Their well being is the responsibility of the relevant manager. The Systems Manager is responsible to maintain and file records associated with the administration of the Management System, which include audit reports, meeting minutes, training records, non conformances and corrective actions.

Management System records and business operation records are kept for a period of ten (10) years at the minimum. Archived documents are stored in the archive room at head office.

Records and data stored on computer system are safeguarded by access control and regular backup, which is removed and stored off site.

Records pertaining to a particular project or job may be provided to the customer for observation to show that their specified requirements have been achieved.

## **9. Resource Management**

### **9.1 Resources**

Management identify and provide appropriate resources for management and supervision, performance of work, checking and verifying activities, and to ensure effective implementation and improvement of our Management System and enhance the satisfaction of our clients. These resources include people, infrastructure and the work environment, considering the appropriate amount and type of personnel, tools and equipment, storage space, materials, facilities, finances and time. The personnel responsible to verify the accuracy and completeness of works and products, the techniques used and the stage in the process where verification is conducted, have the appropriate qualifications, technical training and experience to perform that role. Internal audits are conducted by personnel who are independent of the activity being reviewed. Responsibilities are communicated to personnel through job descriptions.

At the end of particular projects and at Management Review meetings, projects will be reviewed to determine whether the resources were appropriate, efficient and effective. This will be done by analysing statistics and customer feedback, reviewing audit findings and non conformances, and establishing whether similar resources will be required for future or similar projects. This reflects our commitment to continual improvement.

### **9.2 Organisational Knowledge**

To ensure the organisational knowledge is maintained, Proline during the Project Review Register will identify lessons learnt and document. These will be reviewed during the Management Review Meetings conducted annually and alerts emailed out to all to educate in lessons learnt throughout projects.

General organisational knowledge will be maintained and reviewed annually by the Systems Manager within the Proline Procedure's Manual.



## **10. Subcontractors and Suppliers**

To ensure that supplies and contracted services conform to all specified quality, safety and environmental requirements and meet the requirements of the brief, contract or order, procuring goods or services for use on projects or jobs is carried out in a controlled manner with the requirements clearly defined.

### **10.1 Subcontractor and Supplier Evaluation**

Subcontractors and suppliers are evaluated and selected on their ability to meet these requirements. Past performance, reputation, reliability, price and availability, as well as having a management system with safety and environmental plans in place, are considered in the evaluation. For Government authority work, we ensure that they meet the particular authority's requirements, either as a listed sub-contractor who requires minimal supervision as they would have their own Quality System in place, or as an unlisted contractor who would require closer surveillance to ensure that their work met the required standard.

### **10.2 Subcontractor and Supplier Selection**

Subcontractors are selected for each project or job on the basis of their experience and their capacity to meet the job program. Their engagement is secured with a formal letter or agreement. Their performance during the job is monitored and their position or status on the Subcontractor Supplier Register is amended accordingly. The extent of control over subcontractors is dependent upon the complexity of the job, their known capability, and their quality, safety and environmental performance history.

#### **10.2.1 Subcontractor and Supplier Re-evaluation**

The Subcontractor Supplier Register are re/evaluated during the end of project review. Performance is reviewed and noted on the Project Review Register, this is then reviewed by Senior Management during the Management Review Meetings. Poor performing subcontractors are removed from the Subcontractor and Supplier Register struck off the register with a note and date why.

### **10.3 Goods and Services**

Goods and services required to be purchased are clearly described and approved on a company Purchase Order. Any specific requirements to verify the purchased product before delivery will be stated on the Purchase Order. Performance of suppliers is also monitored and their position on the Subcontractor supplier Register is amended accordingly.

### **10.4 Client Verification**

If specified in a contract, the client is permitted to verify at our premises or our subcontractor's premises, any work or product that we produce. Such verification is not used by us as evidence of control over our subcontractors, nor does it absolve us of our responsibility to produce acceptable products and services.

## **11. Training**

All of our personnel are briefed on their specific roles and responsibilities with regard to the requirements of our Management System, the relevance and importance of their activities and how they contribute to the company achieving its objectives and goals. Training needs are identified by the Managing Director and training is provided when necessary, to ensure that all personnel have the specific skills and/or competency to perform their work. Records of training and qualifications are kept for each employee in the personnel files.

With respect to Government authority contracts, we ensure that all personnel are trained to the particular authority's requirements.

New employees are inducted into the company by the Systems Manager. Induction includes job responsibilities and authority and awareness of the company's policies, objectives and Management System requirements.

On attending a new site, employees and subcontractors undergo an Industry WHS Induction Course and furthermore a Company Induction Training Program, followed by Project Site Specific Induction Training and task specific training through Safe Work Method Statements. This includes job responsibilities, health and safety requirements, environmental management requirements, work practices, emergency procedures and incident reporting. A record of the site induction is kept by Proline Building Commercial Pty Ltd.

## **12. Process Management**

### **12.1 Job Planning and Control**

Work processes are planned and developed to ensure that the requirements of the client brief, contract, order, standards, codes, legislation, regulations, health, safety, environment and applicable acceptance criteria are met. Activities are controlled by using procedures, project plans, work instructions, method statements, inspection and test plans and checklists, as developed by us and/or provided by our client. These detail what is to be done and how the work is to be controlled.

In planning and developing new processes, consideration is given to:

- the quality, safety and environmental objectives and requirements for the product or service;
- the resources required to produce the product or service;
- the inspection, verification and monitoring required to ensure acceptance criteria are met;
- the records needed to ensure and evidence that the product or service meets requirements.

Work provided for Government authorities is carried out in accordance with their specific requirements and standards.

Only qualified personnel perform work that cannot be verified by inspections and/or tests before the product is put into use. For such work, the qualifications and identification of the personnel and the equipment used is stated on the Inspection Test Plans or recorded in the Day Book.

Process planning, development and control activities include products and services we provide to our clients that are outsourced to subcontractors.

A job name and number is established for each project or job. Everything related to a job is identified with the job name and number to assist in monitoring costs and quality. The job name and number is recorded on all applicable documents and records associated with the job, and on goods and materials where appropriate. We may also mark up drawings showing the location of items on a job with the item reference number.

If traceability of materials used is a requirement of the job, details of their placement in the works are recorded on Inspection Test Plans or in the Day Book. Such details indicate where and when a particular item, batch, or lot was delivered and used.

## **13. Quotes and Contracts**

### **13.1 Review of Tender**

Requests for tender, quotation or proposal to provide products or services, are reviewed and discussed with the client prior to submitting a quote or proposal to make sure that:

- they adequately describe the requirements
- statutory and Regulatory requirements relating to the product/service are noted
- all information necessary for the fee proposal is available
- any health and safety aspects are identified
- any environmental aspects are identified
- we have the capacity to complete the project or job within the prescribed budget and timeframe.

Contracts, agreements and/or briefing documents are evaluated to consider specific safety and environment requirements, enhance customer satisfaction and to ensure they are understood and can be met. Consideration is given to the amount of manpower required, any specialised resources required and the risks involved with the project. These may include legal requirements, insurances and possible areas of litigation.

### **13.2 Signing the Contract**

Contracts and/or agreements are prepared and reviewed before accepting and/or signing them, to make sure that:

- they fully address the client requirement and are commercially viable
- all differences and issues are resolved
- we have the ability to meet the requirements
- all foreseeable risks have been identified

Quotations may be accepted verbally for minor works, the requirements are confirmed with the client and noted within the day book.

### **13.3 Variations or Amendments**

Variations or amendments to established contracts and agreements are reviewed before being accepted and implemented.

## **14. Inspection and Testing**

Projects and jobs require work to be inspected, tested, checked and verified to ensure that any work and/or documentation that does not conform to relevant specifications or requirements is identified, segregated so it is not used, and deficiencies rectified before processing continues. ITPs or Project Plans identify the records of inspections, tests and verifications that are necessary to be kept to verify that the quality of the work meets specifications and requirements. They include details of the:

- inspections and tests on receipt of goods and services from suppliers, clients, and subcontractors
- inspections and tests carried out during the job
- verification that defects and discrepancies are satisfactorily rectified
- inspections and tests on completion to verify that all requirements have been met prior to handover to the client

### **14.1 Goods and Materials**

Goods and materials are inspected on receipt to ensure they are complete, correct, and undamaged. Any defects or deficiencies are noted and the goods or materials returned or marked and segregated as appropriate. Where inspection on receipt is not possible, the goods are identified as not checked and recorded in the Day Book.

### **14.2 Subcontractor's Work**

Subcontractor's work is reviewed and checked for accuracy and completeness before being accepted and integrated into the project or job. No product or work is handed over to the client until all activities specified in the ITP or Project Plan have been verified as complete and correct.

### **14.3 Inspection and Test Status**

The inspection, test or verification status of work or documentation is appropriately identified, to indicate inspections, tests or verifications completed and whether they revealed conformance to requirements or not.

Records of inspections and tests identify the person who authorised the release of conforming product or work to the next stage in the process.

### **14.4 Change Management / Control of Changes**

If changes are required to be made to the Quality Management System which may have been triggered by:

- Customer feedback
- Customer complaint
- Product failure
- Employee feedback
- Innovation
- Determined risk
- Determined opportunity
- Internal audit results
- Management review results

- Identified nonconformity / non-conformance

Then the Management Review team will review the:

- Impact on customers if any
  - Impact on interested parties if any
  - Impact on quality objectives if any
  - Effectiveness / correctness of processes that are part of the QMS
- 
- Define the specifics of what is to be changed
  - Develop a plan (tasks, timeline, responsibilities, budget, resources, other relevant information)
  - Engage other people as appropriate in the change process if necessary
  - Develop a communication plan (appropriate people within the organization, customers, suppliers, interested parties, etc. that may need to be informed)
  - Train employees in the change if required
  - Measure the effectiveness during the MRM or inspections if deemed relevant.

Specific of changes will be documented within the Management Review Meeting minutes and a general note within the version control of the Quality Management System.

## **15. Customer-Supplied Items**

Where the client provides items for inclusion in the works (such as PC items, tiles, door hardware, etc) we inspect them for correctness, damage and quality and record their receipt in the Day Book. However, our inspection does not absolve the client of the responsibility to provide acceptable items. Any faults, loss, or defects are reported to the client and agreement reached with the client as to the action to be taken. This is recorded in the Day Book. We may also handle, store, maintain and deliver them for the client. We accept responsibility for items once they are built in and inspected as OK. We follow manufacturer's instructions and good practices for their incorporation in the work.

## **16. Equipment, Plant and Tools**

Inspection, measuring and test equipment, used in performing work and verifying the conformance of work to specific requirements, is only used by competent and qualified people.

We test and calibrate all measuring and test equipment in accordance with manufacturer's instructions, to ensure ongoing reliable performance and accurate results. If equipment is damaged or found to be out of calibration it is repaired by an authorised laboratory or replaced. Before any of the equipment is used, it is checked to ensure it is operating satisfactorily for the purpose of the work. Equipment specification and calibration records are kept and made available to the client, if required.

For subcontracted works that involve measuring or testing, the subcontractor is required to provide the appropriate measuring and/or test equipment. Verification of the subcontractor's measuring and test equipment is carried out to ensure that the subcontractor has a suitable calibration control system in place.

All electrical tools are checked and tagged by a qualified electrician. Tools in use are checked monthly. The use and storage of electrical tools is monitored and controlled by maintaining a Electrical Equipment Register.

The servicing and repair of operational plant is managed by the Project Managers, performed by a qualified mechanic, in accordance with the manufacturer's instructions. Equipment is listed on the Plant and Equipment Register, with maintenance periods defined and each item of equipment carries a service sticker. Hired in plant and equipment is inspected and checked before use and its condition recorded.



## **17. Handling and Storage of Materials**

Goods and materials are handled and stored in such a way as to ensure they are not damaged, lost or subject to deterioration, that no injuries are sustained and that they pose no threat to the environment. Delivery of goods and materials is normally from the supplier's premises direct to site.

### **17.1 Handling**

Goods and materials are inspected prior to handling to detect any deterioration or damage. Any damage or deterioration noted is referred to the Managing Director to resolve.

Any handling tools or equipment are inspected or checked prior to use, to verify their suitability to perform the task and ensure their safe working condition, and operated by competent and qualified personnel.

Goods or materials are handled in accordance with manufacturer's instructions and WorkCover guidelines.

### **17.2 Storage**

Goods and materials are inspected prior to and while in storage to detect any deterioration or damage, expiry of shelf life, or risk to health, safety or the environment. Any damage or deterioration noted is referred to the Managing Director to resolve.

Goods and materials are appropriately identified to prevent inadvertent use, and labels checked to ensure they are clear, visible and undamaged.

Goods and materials are stored in designated areas to prevent damage, loss, deterioration or injury, and to maintain manufacturer's warranty. Material Safety Data Sheets will be available where dangerous goods are stored. Goods and materials will be stored in original packaging where possible.

## **18. Control of Non conformances**

The control of non conformances, discrepancies and defects ensures that products or works that do not conform to specified requirements or pose a threat to personnel safety or the environment, are prevented from inadvertent use or continued processing.

Prompt identification and effective rectification of non conformances ensures that:

- There are no defects in work handed over to the client
- Unsafe work practices and work areas are eliminated
- Nonconforming or unsafe materials are not used
- Impacts on the environment from the work activities are minimised

We take full responsibility for taking action immediately on any defective or unsafe work or processes that do not conform to specified requirements. Nonconforming, defective or unsafe materials are identified and segregated to ensure that they are not used in the works. Where these materials or work affect the quality of the final product we place that part of the work on hold until corrective action is completed. This includes subcontractors work.

Non conformances are identified by regular inspection procedures, by conducting audits, by supervisory staff, or reported by any person on the project.

## **19. System Review and Improvement**

### **19.1 Management System Review**

At least every twelve months, the management system is comprehensively reviewed by the management of our business to evaluate the system's effectiveness, adequacy and continuing suitability for the jobs undertaken, as well as to review our policies and objectives. This review takes into consideration audit findings, customer and employee feedback, non conformances, corrective and preventive actions, training needs, compliance with industry and legislative requirements, and the company policies, objectives and targets. As a result, our policies, objectives, targets and/or processes may be modified and the Management System changed to reflect new developments, new or changed activities and processes, more appropriate resources, improvements to the way the company operates and to introduce new technology. This review process ensures that ongoing planning and changes to the Management System are in accordance with the requirements of ISO9001 and that the integrity of the system is maintained.

The Systems Manager is responsible to convene these review meetings, record and file minutes, and follow up actions assigned.



## **20. Management System Audits**

To ensure that the Management System is operating effectively, we conduct independent internal audits regularly, such that all elements of the Management System are audited at least annually, usually on a current or recently completed job and also the Management System administrative functions. Currently, a full Management System audit is conducted at the end of each year by the General Manager. Additionally, audits are conducted on specific jobs or projects, if requested by the client or deemed necessary by the Managing Director. Audit findings are discussed with the people responsible for the area and reviewed by management. Corrective actions are instigated to rectify deficiencies or improve work practices, as appropriate.

Non conformances may be raised where deviations from the requirements of the Management System, the management system standards, legislative requirements or the documented practices are found. These are discussed with the people concerned and timely action is taken to rectify. Follow up audits are conducted to verify that actions have been completed and are effective. Audits are conducted by objective and impartial people who are competent with the audit process and independent of the work or activity being audited.

## **21. Corrective Action and Improvement**

We aim to prevent anything from going wrong by our initiative, experience and foresight. We instigate corrective or preventive action to prevent problems from occurring or re-occurring, and identify anything that needs corrective action or improvement. The Managing Director will instigate such action as a result of reviewing non conformances, incidents, customer feedback, audit reports, employee suggestions, etc.

All employees are responsible to acknowledge complaints from customers, record the details in the Day Book, and notify the Managing Director. The Managing Director will investigate and resolve the complaint, raising a Non conformance if appropriate.

Corrective and preventive actions are recorded on the Non conformance and Improvements Register and problems, incidents and complaints are investigated to determine the root cause. Possible solutions are identified, implications are considered (problem size vs risk involved) and preferred course of action decided.

All corrective and preventive actions taken are reviewed to make sure they are effective and have improved our business operation. Records of corrective and preventive action items are kept for review by the management team.

**22. Version Control**

Date	Version	Owner	Authority to Change/ Date Approved	Comments / Change/s Made
02.08.01	0	Jennie Bucco	N/A	Draft Issue
29.04.04	1	Michelle Noy	N/A	General Revisions
21.06.04	2	Michelle Noy	N/A	Revisions following Quality Audit
24.1.05	3	Michelle Noy	N/A	Revisions following Quality Audit 21-12-04 -DLIQ
13.10.05	4	Michelle Noy	N/A	General Revisions following DLIQ Audit 20.7.05 & Management Review Meeting 7.10.05
5.12.05	5	Michelle Noy	N/A	General revisions
23.10.06	6	Michelle Noy	N/A	Revisions following Management Review Meeting
03.02.07	7	Michelle Noy	N/A	Update Letterhead
13.07.09	8	Michelle Noy	N/A	Format Review
05.01.10	9	Michelle Noy	N/A	Review for ISO9001:2008
30.06.10	10	Michelle Noy	N/A	General Review
12.07.10	11	Michelle Noy	N/A	Review following DLIQ Audit
01.02.11	12	Michelle Murphy	N/A	Revisions following Senior Management Review Meeting
11.07.11	13	Michelle Murphy	N/A	Revisions following Audit Review
20.07.11	14	Michelle Murphy	N/A	Revisions following internal audit
08.02.12	15	Michelle Murphy	N/A	Quality Policy / Objectives / Targets Reviewed
12.03.12	16	Michelle Murphy	N/A	Update Org Chart
25.05.12	17	Michelle Murphy	N/A	Changes to Document Control & Subcontractor Supplier Re-evaluation procedure following DLIQ audit
14.06.13	18	Michelle Murphy	N/A	Review following Management Review
25.07.13	19	Michelle Murphy	N/A	Revisions following DLIQ 3 <sup>rd</sup> year certification audit
15.05.15	20	Michelle Murphy	N/A	Revisions following Management Review
17.01.17	21	Michelle Murphy	N/A	General Revisions 7.2.1
01.09.17	22	Michelle Murphy	N/A	Following Management Review
06.06.18	23	Michelle Murphy	Michelle Murphy 06/06/18	Changes required to conform to ISO9001:2015
09.09.19	24	Michelle Murphy	Michelle Murphy 16/08/19	Following Management Review

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