

This template has prompts and letters in blue text where it is required to be tailored. All you have to do is replace these with your own company and project details and then delete the prompt boxes like this. The plan needs to be specific to your organisation.

NOTE: Print the last 3 pages of this document and then delete them; they are instructions for tailoring and about this plan

XYZ

Quality Management Systems

Manual

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To update the table of contents right click anywhere in the table, then click 'update field' and 'update entire table'. Make this update once you finish the customisation and just before printing, then delete this box.

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Attachment A Organisation structure & responsibilities

Attachment B QMS documentation structure

1 Introduction

The Quality Management System (QMS) manual is the prime document for the management of quality for all works undertaken by Xyz. The system provides information and guidance on how Xyz will meet all quality requirements.

The system has been developed to comply with the requirements of:

- AS/NZS ISO 9001:2008 Quality management systems – Requirements

By implementing the QMS, Xyz aims to:

- provide assurance to customers that its products and services will meet the customer's specified requirements.
- ensure that purchased items conform to specification before incorporating them in the works;
- plan and control work processes;
- plan and carry out inspection and testing to verify that the work processes are effective and that all finished products complies with the contract requirements;
- ensure careful selection of subcontractors and confirmation that their work complies with the contract requirements;
- acknowledge and rectify any nonconforming work and improve work processes to prevent recurrence of nonconformities;
- keep orderly records to demonstrate that the works comply with the contract; and
- improve procedures and work practices when opportunities are identified to minimise errors, waste and product nonconformities.

1.1 Distribution and control

The master copy of this document is held by the [Systems Manager](#). All printed copies of the manual are marked “controlled”. Anyone holding a copy is responsible for ensuring that they have the most up-to-date issue.

The development and regular reviews of the system is the responsibility of the [Systems Manager](#). The system is authorised by the [Director](#) and the [Systems Manager](#) is the document owner and approves changes to the system.

1.2 References

Standards:

- AS/NZS ISO 9001:2008 Quality management systems - Requirements
- ISO 9000:2005 Quality management systems - Fundamentals and vocabulary

This is achieved through:

- Management reviews, where customer feedback, including any complaints, provides input to the review process; see Section 5.6 *Management review*.
- Product realisation phase; see Section 7.2 *Customer-related processes*.
- Measurement, analysis and improvement phase, see Section 8.2.1 *Customer satisfaction*.

5.3 Quality policy

The XYZ quality policy is set by the Director and is reviewed annually as part of ongoing system review. The policy is included in the first pages of this manual.

Management review is a key part of the quality management system. There are ongoing reviews of policies and objectives and compliance with the requirements of the system.

Senior management are responsible for ensuring that the quality policy is communicated and understood within the organisation. The policy is also included in the QMP for projects and it is inducted to project staff through toolbox talks.

5.4 Planning

5.4.1 Quality objectives

XYZ’ business plans set the strategic direction for the organisation and the objectives to meet customer and other requirements. The objectives are measurable and consistent with the quality policy.

XYZ has identified a number of objectives and targets relating to its business known as internal Key Performance Indicators (KPI’s). It is the System Manager responsibility to ensure that the KPI’s are met and that changes to KPI’s relevant to field activities are disseminated to all employees.

It is the responsibility of the Systems Manager to ensure all other managers and supervisors know internal KPI’s and that measurements are in place to monitor and report on the KPI’s.

The following is a list of project typical “Objectives” & “Targets”. This list is by no means exhaustive and may be added to from time to time. The most likely time for the list to be updated would be after a quality management system review or significant changes to standards.

No	Objective	Target	Performance Indicator
1	Internal audits conducted	100% of audits conducted as scheduled	100%
2	Effective communication and consultation	At least one toolbox talk held per week	1 pw

6 Resource management

6.1 Provision of resources

XYZ' senior management ensures that resources are available so that the QMS can be implemented, maintained, and improved. Resources including human resources, specialized skills, infrastructure, financial, technological resources, and others are provided as needed.

The company appointed a **Systems Manager** who becomes the QMS project manager and is responsible to report to senior management on its implementation progress. The identity of this person is made known to all persons working under the control of the company.

The **Systems Manager** ensures that the QMS is established, implemented and maintained consistent with the requirements of this management system, and reports to senior management on the performance of the system including recommendations for improvement

6.2 Human resources

6.2.1 General

The nature of XYZ' key processes requires us to continually maintain the technical competency of our staff. Project or work briefs define planned objectives for the work. The scope of the work defines the particular competencies required.

All XYZ' staff positions have position descriptions. These documents describe the accountabilities, responsibilities, skills, qualifications, experience, knowledge and aptitudes required for each position. They are also the basis of staff selection.

6.2.2 Competence, training and awareness

Managers are responsible for identifying the training required for staff under their supervision involved in activities that affect the QMS.

Other parties – such as the **Systems Manager** – might also identify a training need and mandate that training be delivered to all staff.

It is the XYZ policy to document the roles and responsibilities of every staff position. Staff appointed to any position has had to attend and be successful at an interview where the required qualifications and skills were assessed.

Records of training and competency of XYZ staff are kept with each personnel file.

Induction training

New employees attend an induction training that includes training on:

- The overview of the quality management system as described in the this manual,
- The quality policy,
- The importance of meeting customer requirements and the need for ensuring customer satisfaction.

- Control of design and development changes (AS/NZS ISO 9001, 7.3.7)

7.4 Purchasing

XYZ ensures that all purchased products (including subcontractor’s work) conform to specified purchase requirements. The type and extent of control applied to the supplier and purchased product are appropriate to the effect of the purchased product on product realisation.

XYZ evaluates and selects suppliers on their ability to supply product in accordance with the organisation’s requirements. Criteria for selection, evaluation and re-evaluation are established. Records of the results of evaluations and any necessary actions arising from the evaluation are maintained.

The procedure *QMS-SP-09 Purchasing* ensures that appropriate protocols are in place to purchase products and services.

7.5 Production and service provision

7.5.1 Control of production and service provision

XYZ plans and carries out production and service provision under controlled conditions, by using:

- information that describes the characteristics of the product
- technical procedures and work instructions, as necessary
- suitable equipment
- monitoring and measuring devices
- monitoring and measurement processes
- release, delivery and post-delivery activities
- training to ensure competency and skills relevant to the works performed.

See procedures *QMS-SP-09 Purchasing* and *QMS-SP-10 Measurement, analysis, inspection and testing* for details on how XYZ plans and carries out production and service provision under controlled conditions.

7.5.2 Validation of processes for production and service provision

XYZ validates qualified processes where the resulting output cannot be verified by inspection and testing. These processes rely on a demonstration that correct procedures have been followed and recorded to achieve conformance.

Qualified processes include all welding, except tack welding used in reinforcement assembly, stressing operations, and correcting distortion resulting from welding or thermal fabrication. Other processes may be classified as qualified process for a project.

Preventive action in **XYZ** seeks to identify and address potential problems and nonconformities and prevent their occurrence.

The preventive action process is described in **QMS-SP-05 Corrective and preventive action request** procedure. This procedure addresses:

- determining potential nonconformities and their causes
- evaluating the need for action to prevent occurrence of nonconformities
- determining and implementing required actions
- recording the results of action
- reviewing the effectiveness of the preventive action taken.

9 QMS Standard Procedures

The QMS standards procedures set out in detail how requirements of the system are implemented. Refer to **Attachment C QMS standard procedures**.

Where required by a particular project or contract, specific procedures or safe work instructions are documented and provided with the PQMP.

10 QMS Forms

Various forms are used to help keep record of quality performance. Forms may be referenced from the QMS manual or standard procedures. Refer to **Attachment D standard forms** for list of standard forms.

11 Project-specific Quality Management Plan (PQMP)

For individual projects, a Project-specific Quality Management Plan (PQMP) is developed which details specific and additional contract requirements for that project. **XYZ** has developed a template for PQMP from which project specific quality plans are prepared by project managers; the PQMP is provided as separated document.

Attachment D QMS Standard forms

Insert after this page all QMS standard forms provided as separated documents; then delete this box.

	Form Number	Name
1.	QMS-SP01-F01	Document Register
2.	QMS-SP01-F02	Document Delivery Record
3.	QMS-SP01-F03	Register of copy holders
4.	QMS-SP02-F01	Quality records register
5.	QMS-SP03-F01	Internal audit schedule
6.	QMS-SP03-F02	Audit notification
7.	QMS-SP03-F03	Audit attendance
8.	QMS-SP04-F01	Non-conformance report register
9.	QMS-SP04-F02	Non-conformance report
10.	QMS-SP05-F01	Corrective action register
11.	QMS-SP05-F02	Corrective action request
12.	QMS-SP06-F01	Hold & witness point register
13.	QMS-SP06-F02	Hold point release request & witness point notification
14.	QMS-SP06-F03	Certificate of compliance
15.	QMS-SP07-F01	Register of change proposals and request for direction
16.	QMS-SP07-F02	Change proposal and Request for Direction
17.	QMS-SP08-F01	Register of design plans
18.	QMS-SP08-F02	Design plan checklist
19.	QMS-SP08-F03	Design plan
20.	QMS-SP09-F01	Receiving Inspection
21.	QMS-SP09-F02	Purchasing plan
22.	QMS-SP10-F01	Lot register & conformance summary
23.	QMS-SP10-F02	MME register, calibration and servicing records
24.	QMS-F01	QMS review action table
25.	QMS-F02	QMS induction register
26.	QMS-F03	Training and competency register
27.	QMS-F04	Site induction register
28.	QMS-F05	Toolbox talk records
29.	QMS-F06	Subcontractor register
30.	QMS-F07	Communications and complaints register