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Quality Management Plan

Client Name: _____

Contract No.: _____

Revision: _____

Authorised for Release By:

Name: Michael Calleja

Position: Manager/Director

Signature: _____

Issue Date: _____

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Document Modification History

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0	All	Initial draft	Vicky Aikman	11/8/16	Mike Calleja	11/08/2016
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1.0 Purpose

The following Quality Management Plan (QMP) sets the guidelines in relation to how RWC will plan, control and deliver services to the highest possible standard.

2.0 Scope

The standards and expectations established in this QMP will apply to all RWC employees as well as any government representatives, vendors, members of the public or any other visitors to the site(s).

3.0 Service Details

RWC:

- Provides grounds maintenance services
- Rectification Landscape Works
- Delivers and carts water

4.0 Policies and Commitment

RWC policies are an integral part of our project operations and adherence to them is the prime responsibility of management as well as all personnel involved with the delivery of this project. The following policies form part of this document;

- Quality Policy;
- Workplace Health Safety Policy;
- Environmental Policy;
- Equal Employment Opportunities Policy;
- D & A Policy
- Industrial Relations Policy
- Manual Handling Policy

5.0 Objectives and Targets

RWC is committed to setting measurable objectives and targets for its services. The targets outlined below for this project are determined by both the contract requirements as well as RWC's own goals. The targets and objectives relating to work health and safety and the environment are detailed in the Safety Management Plan.

Objective	Target	Frequency	Evidence
QUALITY			
Awareness and Training- all personnel to be aware of their quality responsibilities and obligations in relation to the works	100% personnel trained	On induction	Project Specific Induction
Meeting Client Specific Requirements	Client satisfaction with product (through Client Satisfaction Review)	Client Meetings & End of project	Client Meeting Minutes Client Satisfaction Report & Client Satisfaction Survey
Meeting Budgets	Client-approved tender price	Review monthly	Monthly Project Report
Repeat Non-Conformances	Zero	Review monthly/ Internal audit	Monthly Project Report Audit Report
Meeting Program Expectations	Meet deadlines shown in client approved program	Review monthly	Monthly Project Report
Customer complaints	Zero	Review monthly	Monthly Project Report

6.0 Roles, Responsibility and Authority

Below is a summary of the responsibilities for the key positions that affect the quality outcomes of the delivery of services.

Role	Responsibility
Manager	The Manager shall have overall responsibility for safety, quality and environmental management relating to the contract under this QMP.
Site Supervisor	The Site Supervisor will be responsible for the implementation of the QMP. The supervisor shall be responsible for the monitoring of the performance of control measures on a daily basis and implementing immediate corrective action when necessary to ensure the effectiveness of all quality, safety and environmental controls (e.g. cleaning of silt traps, repair of barricades, as necessary).

7.0 Provision of Resources and Infrastructure

7.1 Competence, Awareness & Training

All employees are trained on the relevance and importance of their activities and how they contribute to the achievement of the quality objectives. The company operates a formal system to ensure that all employees within the organization are adequately trained to enable them to perform their assigned duties.

Qualifications are reviewed upon hire, when an employee changes positions or the requirements for a position change. The Manager and Secretary maintain records of employee qualifications. If any differences between the employee's qualifications and the requirements for the job are found, training or other action is taken to provide the employee with the necessary competence. The results are then evaluated to determine if they were effective.

Where possible; training is conducted in-house, although for more specialist skills, external seminars or courses are utilized. The effectiveness of training is evaluated. The company induction includes an introduction to the company's quality policy statement and objectives. Future training needs are identified as part of the Management Review process.

Training records are maintained to demonstrate competency and experience. The Manager will review the training records annually to ensure completeness and to identify possible future training needs.

Training records are maintained and include as a minimum, the following information:

- Copies of certificates for any training undertaken to date
- Site Induction;
- Quality Plan, SWMS (Office and Site);
- Environment, Health and Safety;
- Current Job Description, and;
- Curriculum Vitae

7.2 Internal Communication

RWC communicates information regarding quality management system processes and their effectiveness through documented training, internal audit reports and continual improvement processes.

The Manager and Site Supervisor are responsible for establishing regular formal and informal communications as needed to convey to employees the relevance and importance of their activities; typically this information is conveyed through team meetings.

7.3 Process Control - Planning

RWC has established documented quality plans and procedures that describe processes and controls to be applied and the records required. During this planning phase, management or assigned personnel will identify:

- The quality objectives and requirements for the services
- Verification, monitoring and inspection requirements
- Processes, documentation and resources required
- Criteria for service acceptance
- Resources necessary to support operation and maintenance of services

The output of quality planning includes documented quality plans, resource requirements, processes, equipment requirements, procedures and service outputs.

8 Measurement & Monitoring

8.1 Measurement, Analysis & Improvement

RWC plans and implements monitoring, measurement, analysis and improvement processes as needed, these processes are identified in documented procedures and include the determination of applicable methods.

- To demonstrate conformity of the services
- To ensure conformity of the quality management system
- To continually improve the effectiveness of the quality management system

8.2 Product Monitoring & Measurement

The Manager has overall responsibility for planning and implementing the inspection activities needed to verify that service requirements are met at appropriate stages.

Measurement requirements necessary for service delivery are documented; subsequent acceptance records form the documentation evidence.

8.3 Preventive Action & Non Conformities

RWC determines any necessary action to eliminate the causes of potential non-conformities in order to prevent their occurrence. Preventive actions are appropriate to the nature of a potential problem.

Data from internal audits, customer feedback, employee suggestions, and other appropriate data is collected and analyzed to identify the actions needed to eliminate the causes of potential. Investigating and eliminating the root cause of potential failures is a critical part of our continual improvement process.

We review and initiate preventive actions through our preventive action process defined below. The preventive action system is considered to be effective where potential risks or losses are avoided.

A documented Preventive Action Procedure defines the requirements for:

- Determining potential nonconformities and their causes
- Evaluating the need for action to prevent occurrence of nonconformities
- Determining and implementing action needed
- Records of results of action taken
- Reviewing preventive action taken

9 Customer Communication

9.1 Correspondence

All formal/written communication with the Client shall be directed through the Manager/Site Supervisor
All written communication to and from the site office shall be through the Manager/Site Supervisor.

9.2 Progress Reports

A monthly report submitted to the Client by the Manager shall address, but is not limited to, the following:

- Problem Areas;
- Procurement, if necessary;
- Project Control & Management;

10. Review Systems Input

Assessment of the quality management system is based on a review of information inputs to management review. These inputs can include the following:

- Planned changes that could affect the quality management system
- Process performance and product conformity
- Status of preventive and corrective actions
- Recommendations for improvement
- Customer feedback
- Results of clients audits