



Quality Manual

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Document Acceptance and Release Notice

This is Revision A1 of the East Coast Designer Builders Quality Manual.

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Document Development History

Position	Name	Sign	Date
Revision			
Site Safety Officer			
Site Supervisor			
OH&S Officer			
Administration			
Approval			
Director			
Client			

QMP Revisions

Revision	Date	Summary Description
A1		

QMP Distribution

Method	Name	Organisation
Master Copy	Anna Cartaar	East Coast Designer Builders

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1 Overview

1.1 Purpose of this Quality Manual

The purpose of the Quality Manual is to detail how the quality processes for East Coast Designer Builders will be implemented to ensure that the project outputs are delivered fit-for-purpose. This will be achieved by ensuring that all project management processes are conducted in a quality manner (Quality Assurance) and by developing quality criteria for the outputs themselves (Quality Control).

1.2 Quality Philosophy

At East Coast Designer Builders we base our philosophy on delivering quality performance, safety and excellent building standards.

East Coast Designer Builders endeavours to make quality our highest priority. From the Quality Assurance efforts of each employee to the quality of our company as a whole, our overall intentions and approach to quality are to be applied with regard throughout this project

We are committed to providing top quality workmanship and will ensure that the project is completed to specification, on time - based on the concept of quality and professional standards. This commitment, dedication and excellent quality assurances have resulted in many repeat business clients over the years.

Our intentions and approach to quality will be applied with regard throughout the project.

The Quality Philosophy involves:

- Implementing standards and methodologies for project management quality control
- Ensuring that processes needed for the Quality Management System are established, implemented and maintained
- Management shall ensure that customer requirements are determined and are met with the aim of enhancing customer satisfaction and ensuring the promotion of awareness of customer requirements throughout the organization.
- Input from individuals with appropriate subject or technical expertise to ensure development of outputs that are fit for purpose;
- Implement actions necessary to achieve planned results and continual improvement of these processes

1.3 Quality Policy

East Coast Designer Builders is committed to providing clients with a professional service, quality construction and the highest possible reliability of services in the Building Construction Industry,

It is our policy to supply a standard of service that is foremost throughout the construction industry. We are committed to establishing best practice construction methods which fully comply with legislation and the requirements of the relevant authorities while carrying out all works in a manner as to protect the health and safety of employees, subcontractors, customers, community and by respecting and protecting the environment.

To achieve this objective and meet the requirements of our policy East Coast Designer Builders aims to

- Ensure the safety of its employees, its subcontractors, the public and the environment by observing legislative requirements
- Ensure the customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
- Communicate throughout the organization the importance of all relevant statutory and regulatory requirements
- To develop processes and produce a level of construction and project management of a consistent standard of quality.
- To deliver construction services in accordance with the specifications and contractual requirements of our clients.
- Comply with all relevant health and safety laws, regulations, Codes of Practice and Standards.
- Acting honestly towards our clients, subcontractors and suppliers and treating all persons with equality and preventing discrimination.

1.4 Environmental Policy

East Coast Designer Builders acknowledges that its construction activities can have a significant impact on the Environment and is committed to ensuring that negative impacts are minimized and Sustainability is promoted. We are committed to continue to develop our environmental plan, through understanding and acknowledging the continual changing impacts

During construction activities we will take action to minimise noise levels, traffic nuisance, emission of pollutants and disturbance to the public and local ecosystems.

With consideration given to

Sedimentation
Dust
Noise and Vibration
Flora and Fauna
Contamination and Waste
Water Management

Signature

Date: - -

Name

Steven Drabsch
Director East Coast Designer Builders

1.5 Quality Strategy

East Coast Designer Builders is continuously striving to meet the needs and expectations of its customers at all times. The goal of the company is to achieve a high level of customer satisfaction through implementation of its Quality Strategies.

The Quality Strategies involves:

- Complying with statutory obligations, standards, specifications and codes of practice relevant to quality management
- Maintaining, monitoring, reviewing, auditing and continually improving the Quality Management System Requirements of AS/NZS ISO 9001
- Providing sufficient and suitable resources to implement and maintain the Quality Management System
- Engaging suitably qualified, skilled, and experienced people
- Inducting Trade Contractors in order to instill, awareness and knowledge of quality standards of our company
- Identifying, reporting, investigating and resolving all non-conformances and taking action to prevent recurrence
- Establishing, reviewing and communicating performance measures and taking action to improve outcomes

2 Management Responsibilities

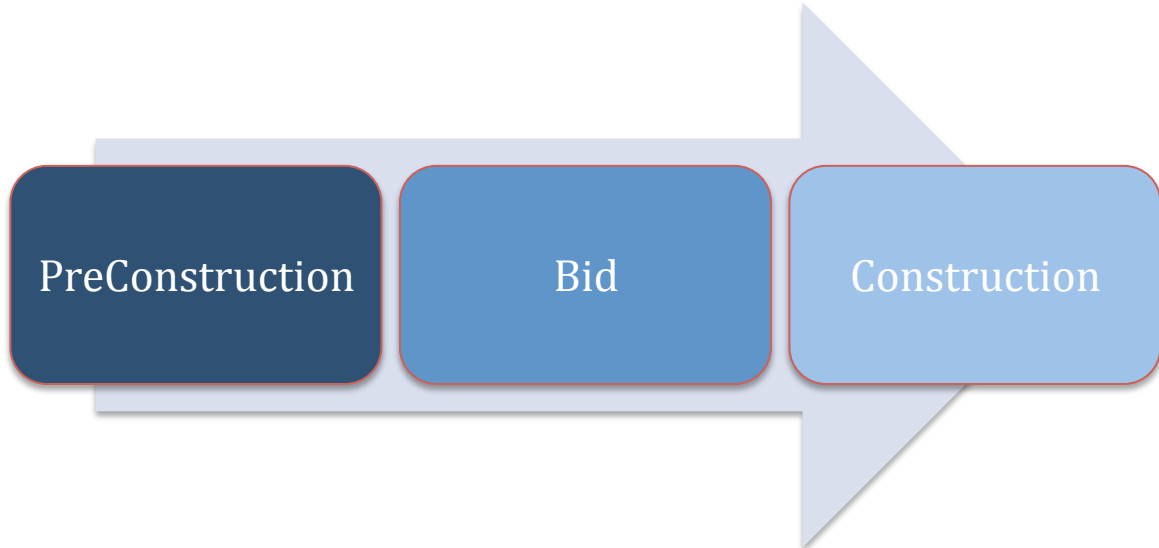
East Coast Designer Builders management responsibilities involve the individual planning and carrying through any and all pertinent activities relating to the construction project. Management carries out its duties by supervising employees, planning how the project will be carried out and completing the project in a manner which coincides with all laws, rules and regulations which may be in existence and correlate with construction.

East Coast Designer Builders shall ensure its commitment to the development and implementation of the Quality Management System and continually improving its effectiveness by

ensuring that quality objectives are implemented and met
communicating to the company the importance of meeting customers specifications as well as statutory and regulatory requirements of the
establishing the Quality Policy
conducting periodical management reviews and inspections
ensuring the availability of resources
implementing the construction plan
liaison with all building stakeholders, working to manage the project by inspecting, reporting and coordinating.
providing the construction team with technical and relevant industry standards advice through the construction duration
maintain a record / diary of works in progress documenting works being undertaken
written and photographic reports of each project, summarizing progress and type of work being undertaken.
providing a safe workplace
administration of building contracts, valuing variations, and authorizing acceptability of the finished product.

3 Project Quality Assurance

East Coast Designer Builders shall establish, document, implement and maintain a Quality Management System and endeavor to continually improve its effectiveness in accordance with the requirements of this International Standard.



Quality Management Systems

Tender Documents
Scope
Site Visit
Review QA Systems
Management Plan Drafts
Extent of Works
Schedules

Company Procedures
Develop QMP
Project Safety Plan
Dilapidation Report
Establish Site
Implement EMP
Construction
Health and Safety
Hazard Identification
Risk Assessment
Standards and Legislation
Inductions
Work Method Statements
Site Meetings
Safety Management
Site Management Meetings
Control Measures
Reporting
Checklists
Inspection & Testing
Monitor

3.1 Methodologies and Standards

To ensure Construction Projects are managed to appropriate levels of quality the following methodologies and standards will be utilised:

The methodologies and standards that will be used to ensure that Quality Management processes are being applied include the following processes

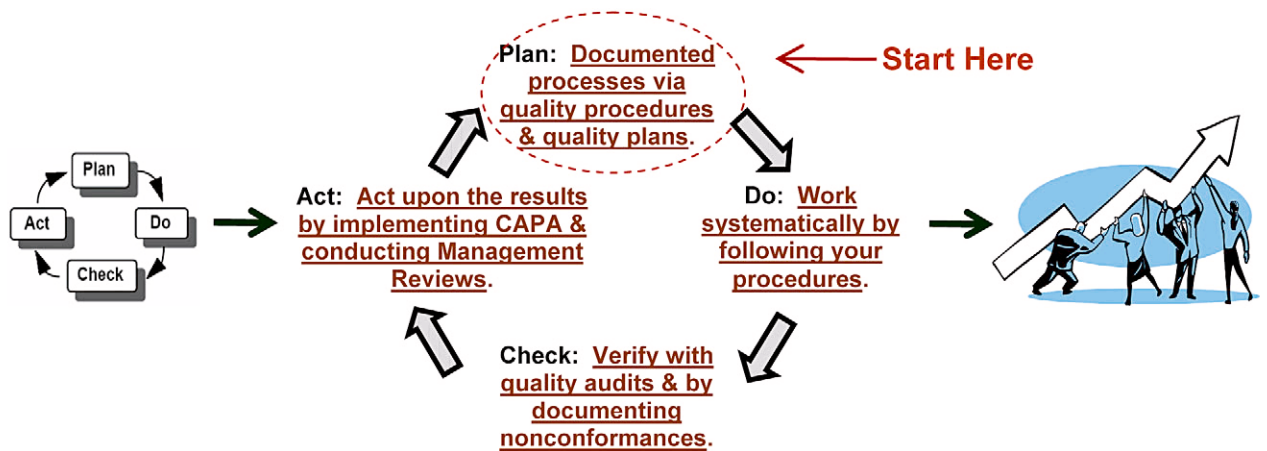
Initiating – Setting up the project for success by installing quality control measures from the onset. Identify the environmental concerns and apply measures right away. Identify the right team for the project who are qualified and skilled tradesmen

Planning – Developing the relevant resources, timelines and milestones, and mapping project delivery to business priorities (such as risk management, communications, duration and sequencing, quality, cost/budgeting and external dependencies).

Executing – Implement the Management Plans and distributing information to ensure the proper methods are undertaken. This process also includes ensuring Quality Assurance methods are in place to address change management, organizational updates, possible changes to the plan, etc.

Controlling and Monitoring – Ensuring the control measures are implemented throughout the duration of the project Conduct inspections and record project processes, Monitor quality, progress and schedule
Manage stakeholder relationships, risk and contract monitoring
Identify (or variations) within the project schedule

3.2 PDCA Methodology



Plan: Establish the objectives and processes necessary to deliver results in accordance with customer requirements and East Coast Designer Builders policies.

Do: Implement the processes.

Check: Monitor and measure construction processes against policies, objectives and requirements and report the results.

Act: Take actions to continually improve process performance.

4 Quality Review

4.1 Project Evaluation and Review

East Coast Designer Builders management shall review the implemented Quality Management System, periodically, to ensure its continuing suitability, adequacy and effectiveness for each construction project. The review shall include assessing and reporting methods and opportunities for improvement to implemented systems. The review will address the need for changes to the Quality Management System, including the Quality Policy and Quality Objectives.

4.2 Review Input

The input to management review shall include information on

- information/results from audits and inspections conducted during the projects works,
- relevant information and feedback contributed by stakeholders,
- evaluations of performance and product conformity process,
- status and effectiveness of preventive and corrective actions implemented,
- follow-up actions from previous management reviews,
- changes that could affect the Quality Management System, and
- recommendations for improvement.

4.3 Review Output

The output from the management review shall include decisions and actions related to

- improvement of effectiveness of Quality Management System and its processes
- improvement of construction processes and issues to customer requirements
- additional resource needs to implement & report on Quality Assurance Processes

4.4 Review Process



Review Process Cont'

East Coast Designer Builders will conduct reviews of Quality Assurance procedures, processes and systems that are in place to ensure they are performing to standards and recognize opportunities for improvement.

East Coast Designer Builders will establish the frequency and type of Quality Assurance review to be conducted.

Generally there are two types of quality assurance reviews that will be conducted.

The first consists of a review the current projects Quality Assurance procedures, processes and systems in place for a means of satisfying contractual obligations and ensuring that work is carried out in accordance with current codes, standards, operation & maintenance manuals, specifications, drawings, etc.

The second is a review of efforts made by the company to implement recommendations from previous reviews. The Quality Assurance reviews may be conducted independently or in conjunction with the company. The participation of other personnel, including a Site Supervisor, WHSO, company Director and stakeholders, may be appropriate and included as necessary.

Reviews include policies, procedures and requirements. Evidence is used to determine

- how well such criteria are being met
- how well policies are being implemented
- how well procedures are being applied
- how well requirements are being met
- How improvements can be implemented to these policies

5 Risk Assessment and Management

East Coast Designer builders will ensure that levels of risk are assessed and properly managed, so any potential hazard to personnel on site, the delivery of outputs is appropriately managed to ensure the project is completed successfully.

5.1 Hazard Identification, Risk Assessment and Control

East Coast Designer Builders Pty. Ltd. Will ensue hazard identification processes are implemented for identifying hazards associated with contract tasks and activities that have the potential to cause human injury, ill health and/or damage to property or the environment and risk assessment for determining the level of risk, the severity and probability of harm or damage occurring from exposure to a hazard and the likely consequence of that harm or damage.

The hazard management process includes Establishing appropriate risk control measures which may include

- identifying the hazard
- assessing the risks
- evaluating risks
- controlling the risks
- monitoring and review

5.2 Control Measures

Controlling hazards includes the identification of hazards, the assessment of threats to life and property, and the taking of measures to reduce potential loss of life and property damage. East Coast Designer Builders utilizes the following process.

Main Elements of the Risk Management Process



6 Information Management

6.1 Document Management

Document containing information & data which requires necessary actions such as for review, approval, distribution, issuance etc are recorded and controlled in the in accordance with Document Control Procedure.

6.2 Document Control Procedure

East Coast Designer Builders will maintain a register of construction documents indicating their current revision status and details.

Documents will be

- Reviewed prior to use
- Obsolete documents will be removed from their point of use
- Obsolete documents which are required for future reference, are stored in an appropriate location
- Amendments to documents are monitored and registered
- Kept in an orderly manner

The following documents to which documents control shall be apply to, may include but are not limited to

Plans
Design Data
Drawing and Specifications
Quality Records (Inspection and Test Records)
Owners' Contract Documents
Supplier's/Subcontractor's documents
Project Progress Reports
Audit Reports
Codes and Standards
Procurement and Status Report
Written Instructions/Procedure
Insurances

6.3 Control of Quality Records

Documents required by the Quality Management System shall be controlled. Records are a special type of document that ensure the Quality System is operated in accordance with documented procedures and that it is effective. Quality records are established and maintained to provide evidence and ensure that

- All input requirements are being met
- Materials, components, and construction processes meet specified requirements
- Completed construction works conform to specifications: and
- The Quality System is operated in accordance with documented procedures and that it is effective
- Documents are approved for adequacy prior to issue
- Documents are updated and re-approve as necessary
- Changes and the current revision status of documents are identified
- Relevant versions of applicable documents are available at points of use
- Documents remain legible and readily identifiable,
- Operations of the Quality Management System are identified and their distribution controlled

6.4 Record Keeping

Record keeping will provide evidence that activities have been performed or results have been achieved and will provide evidence of conformity to requirements and standards.

East Coast Designer Builders shall establish record keeping controls for the identification, storage, protection, retention, traceability and disposition of records. Records shall remain legible, readily identifiable and retrievable

Record Keeping will document the effective operation of the Quality Management System.

7 Product Realisation

7.1 Planning of product realization

East Coast Designer Builders shall plan and develop the processes needed for building. Planning of product realization shall be consistent with the requirements of the other processes of the Quality Management System

In planning product realization, East Coast Designer Builders shall determine:

- Quality objectives and requirements for the construction
- The need to establish processes, documents and provide resources specific to construction processes
- Required verification, validation, monitoring, inspection and test activities specific to construction processes and the criteria for building product acceptance,
- Records needed to provide evidence that the realization processes and resulting
- Building product meet requirements.

East Coast Designer Builders Quality Management System product realization processes can include

Quality Policy

Quality Objectives

Quality Manual

Environmental Management Plan (EMP)

Project Quality Plan (PQP)

The Inspection and Test Plans (ITP) designed for building processes are part of PQP

7.2 Processes and Documentation

INPUT		CUSTOMER REQUIREMENTS DEFINED IN PURCHASE ORDER OR IN CONTRACT	
		↓	
QUALITY MANAGEMENT PROCESS		PRODUCT REALIZATION	
	SUBPROCESSES	→	DOCUMENTS AND RECORDS
	Planning of product realization	→	Project Quality Plan (PQP)
	Client Engagement	→	Contracts Tender Documentation Plans Expressions of Interest Code of Practice Australian Standards
	Supplier selection Purchase requirements specification Monitoring of purchases	→	Bill of Quantities Guarantees/Warrantees MSDS Order Books/Electronic System Supplier Quality Requirements Document Statement of Work Purchase requirements specification
	Control of measuring Monitoring devices	→	Device registration card Computer software verification Checklists
	Product realization control Quality process and product monitoring	→	Project Quality Plan (PQP) Inspection and test plan (ITP) Project Quality Plan (PQP) Quality Manual (QM) Quality Policy Quality Objectives Environmental Management Plan (EMP)
	Identification and traceability of building process and product	→	Delivery notes of material and products MSDS Inspection and test plan (ITP) Checklists
	Human Resources		Subcontract Agreement Safety Plans Work Method Statements Site Personnel Register
	Practical Completion	→	Materials Test Results Completed warranties for all fittings and fixtures Building Surveyor inspection certificates Inspection certificates Certificate of Classification As Constructed Drawings Operations & Maintenance Manuals
		↓	
OUTPUT		FULFILMENT OF CUSTOMER REQUIREMENTS DEFINED IN SCOPE, SPECIFICATIONS OR IN CONTRACT	

8 Measurement, Analysis and Improvement

8.1 Processes

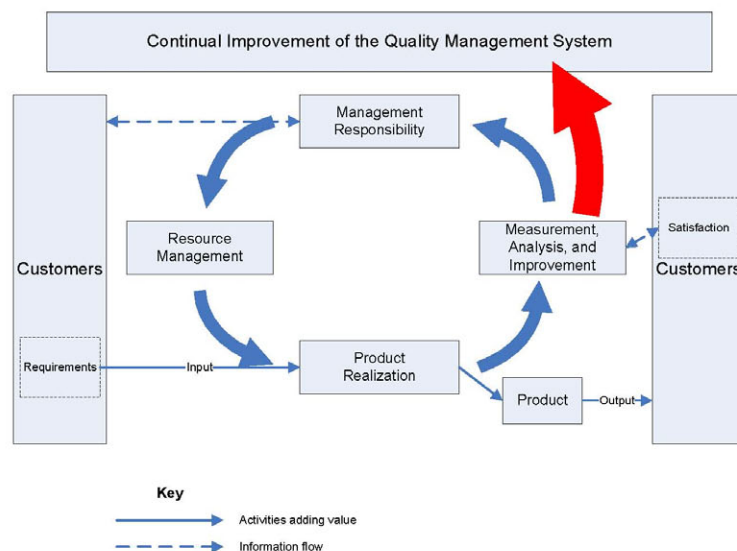
East Coast Designer Builders will determine the processes required to monitor, measure and analyze the performance of the quality systems to

- to check its compliance with stated requirements
- identify opportunities for improvement
- to demonstrate conformity of the product
- to ensure conformity of the Quality Management System
- to continually improve the effectiveness of the Quality Management System

8.2 Monitoring and Measurement

In order to monitor and continually improve the way in which the Quality Management System achieves planned results East coast Designer builders shall

- Conduct regular reviews of customer satisfaction levels.
- Review the Quality System periodically to implement improvements
- Comply with stated policies and procedures
- Ensure correction and corrective action is implemented where planned results are not achieved



8.3 Customer Satisfaction

Customer satisfaction is an important and fundamental element of East Coast Designer Builders Quality Management System.

East Coast Designer Builders will include customer satisfaction as one of the measurements of the performance of the Quality Management System and shall monitor information relating to customer perception as to whether the organization has met customer requirements.

Customer satisfaction' is recognized as one of the driving criteria for any organization. By monitoring the extent of customer satisfaction and/or dissatisfaction. Improvements can be made by taking action to address any identified issues and concerns.

Examples of methods used to measure customer satisfaction and customer perception include:

- Warranties
- Customer/user group studies
- Questionnaires
- Surveys
- Customer complaints
- Product returns
- Information from trade associations
- Direct information/feedback from customer

8.4 Analysis of Data

To evaluate where continual improvement and effectiveness of the system can be made It is our policy to recognise, analyze and collect appropriate data to ensure the Quality Management System is suitable and effective

This includes analyzing data collected from relevant sources during monitoring and measuring procedures.

The output of this data shall provide information relating to:

- customer satisfaction
- conformity to building requirements
- characteristics and trends of processes and products

8.5 Improvement

East Coast Designer Builders shall endure to continually improve the effectiveness of the Quality Management System through use of the Quality Manual, Quality Policy, quality objectives, inspection activities, analysis of data, corrective actions and management reviews.

The Corrective Actions include responsibilities and methods for identifying causes of nonconformities initiating corrective actions, investigating the root cause, taking corrective action, preventing recurrence of problems, and verification & closure.

Methods for improvement may include

- reviewing nonconformities, including any complaints
- identifying causes of nonconformities
- determining the need for action to rectify nonconformities
- implementing action needed to remedy nonconformity
- recording the results of action taken
- reviewing corrective action taken to determine effectiveness in eliminating any nonconformity
- recognition of potential nonconformities and their causes

9 Conclusion

The aim of Quality Management System is to provide the operator with consistency and satisfaction in terms of processes, methods, materials and equipment. An effective Quality Management System leads to client satisfaction, increased productivity, efficiency, higher profitability and increased competitiveness

Quality Management System starts with commitment from management demonstrated in the form of a Quality Policy. The implementation of the full Quality Management System then needs to be planned and monitored to ensure it is effective.

The International Standards Organisation (ISO) 9001:2008 Series sets out the requirements by which a management system incorporating all the activities associated with quality, can be implemented to ensure that all the specified performance requirements and needs of the client are fully met.