



PROJECT QUALITY PLAN

Project Title:

Client:

MJB Waterways Job No.:

Document Ref.:

Effective Date: **10/09/2007**

Review / Approval:

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Quality Representative
MJB Waterways Pty Ltd

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Managing Director
MJB Waterways Pty Ltd

This manual incorporates project management, quality assurance,
Occupational health and safety, and environmental issues.

MJB Waterways Pty Ltd
ABN: 13 124 338 058 ACN: 124 338 058

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PART A GENERAL

1.1 INTRODUCTION**Purpose of this Manual**

- To provide Clients with an overview of MJB Waterways Pty Ltd, its management structure and the systems which it has put in place for the purpose of satisfying Client needs.
- To assist management and staff to gain a better appreciation of the way the Company operates.

Company Policies and Objectives

The Company has clearly defined policies and objectives (refer *Appendix A*) i.e.

- Quality Policy
- Health and Safety Policy
- Environment Policy
- Rehabilitation Policy

All policies are distributed throughout the Company and its worksites.

In order to achieve Company objectives as defined in these policies it is essential that all personnel work within the framework outlined in the policies and Company Manual.

Special Client Requirements

The management of MJB Waterways Pty Ltd recognises that some clients may have unique objectives.

These requirements will be successfully met through the provision of Project Quality Plans and Inspection and Test Plans, which will be tailored to suit the specific needs of the project.

This Project Quality Plan applies to:

- [Hydraulic Works](#)

1.2 QUALITY MANAGEMENT SYSTEM

Quality Documentation

The Company's quality system has been developed as follows:

Section 1 – Quality Manual

- Company Manual (QM 01) including policies, organisation charts

Section 2 – Procedures

- Standard Procedures to address each major element of the Quality System Standard, such as: document control, procurement, etc.
- Additional procedures to control other critical activities within the Company such as: contract administration etc.

Procedures follow a uniform format and address the following, as necessary:

- Activity and purpose
- Who is responsible for what, how, when, where all steps are performed
- What forms, files and documentation shall be used
- The process and how it is all controlled.
- The expected outcomes

Section 3 – Forms

- Standard Company forms which are used to record information and data, and are usually referenced in procedures

Section 4 – Job Descriptions

- Standard Job Descriptions outlining duties, authority and responsibilities

1.3 REVISION AND RE-ISSUE

Manual Revision and Re-Issue

Revisions to the Manual shall be published as required to reflect the current status of the Quality System. The *DATE* (month/year) shall be used to identify the latest revision.

This manual will be up-dated and re-issued as necessary.

Amendment Record

<i>Section</i>	<i>Page(s)</i>	<i>Date</i>	<i>Description</i>
All	All	12/04	Original Issue

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Managing Director
MJB Waterways Pty Limited

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Date

1.4 DISTRIBUTION POLICY

The Quality Manual together with referenced procedures are issued as commercially confidential documents.

1.5 COMPANY STRUCTURE

Introduction

MJB Waterways Pty Limited is a Registered Company incorporated in New South Wales.

MJB Waterways carries out construction and installation of hydraulic services for both public and private sector clients.

Appendix B of this manual contains the Organisation Chart of MJB Waterways.

Project Quality Plans include project specific Organisation Charts.

Company Offices

New South Wales

Unit 13 70 – 72 Captain Cook Drive, Caringbah NSW 2229

T: (02) 9540 4551

F: (02) 9540 4552

M: 0424 364 822

Project offices are established as necessary to manage site activities.

Specialist Disciplines

Although the Company undertakes a wide variety of projects the following specialist disciplines have been identified and developed over a period of years.

- Hot, Warm and Cold Water Reticulated System
- Fire Hydrant and Hose reel Systems
- Steam and Gas Service Installation
- Vacuum Sewerage Systems
- Laboratory Gas Installations to Forensic Specification
- Hot Water and Steam Boiler Installations
- Sanitary Plumbing Installations
- Detailed Sewer, Stormwater and Trade waste Installations
- Mechanical services – Chilled, Condenser, Heater water and Refrigeration

Further information relating to the history, and structure of the company as well as the range of projects undertaken can be obtained from the Head Office on request.

1.6 ORGANISATION

Responsibility and Authority

Job Descriptions, which define quality responsibilities and authorities, have been developed for all positions within the Company, with additional details contained within Company procedures.

The inter-relationship of Company personnel is highlighted on the organisation chart (refer *Appendix B*).

A brief summary of personnel within the organisation, particularly those who are in a position to influence quality are listed below:

Manager

The Manager has the following goals, objectives, authorities and responsibilities:

- Ensuring that the company is managed as a profitable, competitively strong, financially sound business in accordance with company policies and objectives.
- Ensuring that the quality, safety, environment and other objectives of the Company and of clients are achieved through the implementation of the Management System.
- Ensuring that all staff under his control are adequately trained and experienced in their discipline to perform their duties in a safe, efficient and satisfactory manner.
- Ensuring compliance with relevant local and statutory codes, standards, acts and regulations.

Quality Representative

The Quality Representative represents MJB Waterways Pty Ltd on the day to day implementation of quality matters pertinent to the Quality System, e.g.

- Ensuring that the Quality System is effectively implemented.
- Participating in management reviews of the Quality System
- Conducting a regular review and audit of the system
- Implementing improvement initiatives.
- Providing support and training to the project teams
- Assisting other personnel to meet their quality objectives

Resources

Management shall provide resources to ensure that quality, safety, and other important requirements are met by ensuring that:

- There is an adequate level of experienced management and supervision
- There are a sufficient number of trained and skilled workers to carry out the work
- Inspection, verification and auditing is carried out in a timely and efficient manner

Company resources are regularly reviewed at management meetings and other times as necessary.

Project resources are normally determined at the start of the contract and are identified on organisation charts, project plans and during project start-up meetings.

This section provides an outline of the procedures which the Company maintains.

1 GENERAL ADMINISTRATION

1.01 STANDARD DOCUMENTS, CONTROL AND RECORDS

The standard company documents shall be:

- Used wherever possible and practical
- Obsolete or superseded documents and data shall be removed from all points of use and marked SUPERSEDED except for Hydraulic Design drawings, see procedure.

Records generated in the course of business, including projects shall be

- Identified, collected and filed in accordance with the relevant filing system.
- Stored and maintained in a safe and secure environment to prevent damage, deterioration or loss, and to make them readily retrievable.
- Maintained to support the effective implementation of the Company's system and to prove that specified requirements have been met.
- Types of records which shall be kept include:
 - Those associated with conformance to the Quality and Safety System;
 - Those associated with conformance of products and services;
 - Other company records relating to commercial, personnel issues etc.
- Where specified, quality records shall be made available for review and audit purposes

On completion of projects, records shall be sorted, and either destroyed, or archived in accordance with specified requirements.

1.02 AUDITS, CORRECTIVE AND PREVENTIVE ACTION AND NON CONFORMANCE

Quality performance within the Company shall be monitored by

- Periodic Quality audit reports which shall be carried out by personnel independent of the activity or project being audited.
- Client reports and complaints
- Non-conformance and incident reports
- Quality records

Existing or potential Quality System problems shall be handled by:

- Initiating appropriate corrective and/or preventive action utilising an Improvement Request or other suitable method
- Verifying that effective corrective and/or preventive action occurs;
- Following up to ensure continued effectiveness.
- The corrective/preventive actions taken shall be commensurate to the magnitude of the problem and the risk encountered.
- Procedures shall be updated and issued to reflect any changes resulting from corrective/preventive actions.

Any corrective action requested by the client shall be resolved in the same manner as above.

Where nonconforming work or products are identified

- Records identifying the nonconforming work or items, the nature and extent of the non conformance and its resolution shall be maintained.
- The nonconforming work or products shall be segregated (where practical) to prevent further work, unauthorised use, or mixing with conforming items.
- The responsibility for review and authority for the resolution of the nonconformance shall be as defined in the procedure.
- Nonconforming items shall be resolved by
 - Reworking to meet specified requirements, or
 - Acceptance with or without repair by concession, or
 - Re-graded for alternative applications, or
 - Rejected or scraped.
- Adequate records shall be maintained to substantiate that repaired or reworked items have been reinspected and retested

2 TENDERING AND PROJECT START-UP

2.01 TENDERING AND PROJECT START-UP

- Prior to the decision to tender, the documents shall be reviewed to determine that
 - The requirements are adequately defined and documented;
 - The Company has sufficient resources and the capability to meet the requirements;
- Tenders are prioritised by Managing director and Estimating Manger
- Records of reviews shall be kept.
- Contracts to be reviewed prior to signing
- Project Start-up meetings to be convened after award of projects to transfer information to Construction personnel and to initiate the construction process

3 DESIGN**3.01 SHOP DRAWINGS AND AS-BUILTS**

- Penetration and Workshop Drawings to be prepared and submitted for client approval
- Changes during construction to be recorded and transferred to As-Built Drawings
- Drawing issues and details to be recorded with Registers and Transmittals

4 PURCHASING, HANDLING and STORAGE**4.01 HEAD OFFICE PROCUREMENT**

Activities associated with purchasing and subcontracting shall be controlled as follows:

- Purchasing documents shall completely specify requirements, and be reviewed and approved prior to release;
- Samples Shall be submitted for approval and registered where required by the sub-contract

4.02 SITE SCHEDULING AND PROCUREMENT

- Materials to be scheduling according to specified job requirements
- Purchasing Documentation to be processed in accordance with procedure
- Incoming Goods to be checked for quantity, type, damage etc
- Goods (including client supplied items) to be handled and stored appropriately
- Incorrect or surplus materials to be returned for credit
- Delivery documentation to be checked and forwarded to accounts

5 PLANT AND EQUIPMENT**5.01 INSPECTION, MEASURING AND TEST EQUIPMENT**

Procedures have been established to control, calibrate or adjust, and maintain inspection, measuring and test equipment as follows:

- Selection of appropriate equipment
- Calibrate and adjust equipment at prescribed intervals
- Define the process of calibration and adjustment of equipment
- Identify the calibration status
- Maintain calibration records
- Take corrective action when equipment is found to be 'out of calibration'

6 QUALITY CONTROL**6.01 INSPECTION AND TESTING**

- Inspection and testing activities covering all phases of the work shall be planned and documented using Inspection and Test Plans, checklists, or suitable alternatives.
- Plans shall be reviewed, approved and controlled during the life of the project.
- Inspection and testing shall be carried out in accordance with ITP's, checklists, etc
- Items shall be withheld from further processing or incorporation into the works pending completion of inspections and tests or receipt of reports and/or test certificates which prove that specified requirements have been met.
- The inspection and test status of products shall be clearly identified as either conforming or nonconforming.
- The status is usually indicated by means of signatures and dates applied to checklists maintained to provide objective evidence that all required inspection and tests have been performed.
- Records shall indicate which products/activities have passed or failed.
- Those which have failed shall be handled in accordance with the procedure on nonconformance.

In preparing the Inspection and Testing documentation, due regard will be paid to the following where necessary

- Process control, for processes which need to be identified, controlled and monitored including those which could affect safety, quality, environment, time, cost and other important aspects of the project.
- These processes shall be carried out under controlled conditions which shall include:
 - Adequate level of documentation
 - Use of suitable equipment and a suitable working environment
 - Compliance with relevant standards, procedures and other documentation
 - Monitoring and control of process parameters and product characteristics
 - The approval of processes and equipment
 - Criteria for workmanship
 - Maintenance of plant and equipment
- Special processes where the results of completed work produced by the process cannot be fully verified by subsequent inspection and testing.
 - Such processes require pre-qualification of their process capability.
 - Special processes shall be performed under controlled conditions by suitably qualified personnel using approved written procedures, codes, standards, documentation, and controlled equipment.
- Identification of each product or portion of work from receipt through to installation and construction when required under the terms of the contract.

7 CONTRACT ADMINISTRATION

7.01 CONTRACT ADMINISTRATION

- The contract administration of each project shall be carefully monitored and controlled to ensure that work is completed on time and within budget.
- A project budget shall be prepared, reviewed and up-dated in accordance with approved procedures.
- Progress claims shall be prepared and submitted in accordance with contract conditions to ensure that payments are made on time.
- The progress and financial position of the project shall be regularly monitored and reports shall be prepared and submitted as required.
- All claims and variations shall be properly notified and submitted to the client in accordance with contract conditions
- Any disputes shall be promptly identified, defined and resolved.

7.02 SITE ADMINISTRATION

- Site Instructions from client to be reviewed, actioned and filed appropriately
- Requests for/Confirmation of Information to be, actioned and filed appropriately
- Variations to be submitted in accordance with the contract
- All project generated documentation to be actioned and filed in accordance with procedures
- Timesheets to be accurately costed with correct codes
- Programmes to be maintained and updated as necessary
- Paperwork for Head Office to be forwarded regularly

8 HUMAN RESOURCES and SAFETY

8.01 INDUCTION AND TRAINING

- The training needs of Company personnel shall be periodically identified and assessed.
- Personnel shall be encouraged to undertake appropriate training which will improve their skills and knowledge, and enable them to carry out their work efficiently, safely, and meet quality requirements.
- Personnel shall be qualified on the basis of appropriate education, training and/or experience
- Records of induction, training and qualifications shall be maintained.

8.02 HEALTH AND SAFETY

- Refer to separate Health and Safety Plan

APPENDIX A

POLICIES

The Company maintains the following published policies. Personnel can determine if their copy is the latest version by checking with either the Quality Representative or via the computer network.

- Quality
- Occupational Health and Safety / Rehabilitation
- Environment
- Rehabilitation



QUALITY MANUAL

QM 01 06/06

Occupational Health, Safety and Rehabilitation Policy

At MJB Waterways, our Occupational Health, Safety and Rehabilitation Policy is based on a belief that the well-being of people employed at work, or people affected by our work, is a major priority and must be considered during all work performed on our behalf.

People are our most important asset and their health and safety is our greatest responsibility. The public shall be given equal priority to that of our employees.

The objectives of our Safety Policy are:

- To achieve an accident free workplace.
- To make health & safety an integral part of every managerial and supervisory position.
- To ensure health & safety is considered in all planning and work activities.
- To involve our employees in the decision making processes through regular communication, consultation and training.
- To provide a continuous program of education and learning to ensure that our employees work in the safest possible manner.
- To identify and control all potential hazards in the workplace through hazard identification and risk analysis.
- To ensure all potential accident/incidents are controlled and prevented.
- To provide effective injury management and rehabilitation for all employees.

The success of our health & safety management is dependent on:

1. Pro-active planning of all work activities with due consideration given to implementing OH&S controls that are suitable to each given situation.
2. Understanding the total work process and associated OH&S risks.
3. Ensuring the work team is totally committed to achieving our objectives.
4. Ensuring that open and honest communication exists between management and all employees.

Michael Brenton
DIRECTOR's NAME

...../...../.....
SIGNATURE

DATE



QUALITY MANUAL

QM 01 06/06

Rehabilitation Policy

1. Commitment to preventing injury and illness by providing a safe and healthy working environment.
2. Commitment to ensuring that the occupational rehabilitation process is commenced as soon as possible after an occupational injury or occupational illness in a manner consistent with medical judgment.
3. Commitment to ensuring that return to work as soon as possible by an injured worker is a normal practice and expectation.
4. Commitment to providing where possible, suitable duties / employment for an injured worker, as an integral part of the rehabilitation process.
5. Commitment to consulting with our employees , and where necessary, any industrial union of employees representing them, to ensure that our rehabilitation programmes operate efficiently.
6. Commitment to ensuring that participation in a rehabilitation programme will not, in itself, disadvantage an injured worker.
7. MJB Waterways uses the guidance of our Worker's Compensation Insurer, GIO, wherever a rehabilitation provider is required.

Michael Brenton
DIRECTOR's NAME

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SIGNATURE

.../.../...
DATE



QUALITY MANUAL

QM 01 06/06

Environment Policy

The management of MJB Waterways Pty Limited is concerned about the preservation of the environment. The company is committed to the task of developing, implementing and maintaining an effective environment system which has as its objectives.

- Co-operation with the client and community groups in achieving environmental objectives.
- Compliance with State and Federal environment protection legislation.
- Development of environmental procedures and plans to enable proper management of the system.
 - Proper handling and disposal of hazards and waste products.
 - Reduction of construction waste and the consumption of resources.
 - Protection of environmentally sensitive areas.
 - Identification of responsibilities and allocation of adequate resources to achieve environmental goals.
- Increase environmental awareness of all employees.

All company personnel are required to co-operate with the assist management in achieving these objectives and improving the company's environmental performance.

Michael Brenton
DIRECTOR's NAME

..... /...../.....
SIGNATURE

DATE



QUALITY MANUAL

QM 01 06/06

Quality Policy

The management and employees of MJB Waterways Pty Limited are committed to the task of implementing and maintaining an effective quality (management) system for the installation and maintenance of Hydraulic Services which has as objectives:

- Complying with AS/NZS ISO 9002: 1994 as defined in the company Manual, plans and procedures.
- Aiming to delight our clients by continually identifying and exceeding their needs and expectations.
- Fostering close working relationships with our clients and other project partners such as suppliers and subcontractors which will result in “win-win” situations.
- Developing the skills and knowledge of all our employees through on going training and professional development to enable them to reach their full potential.
- Continually improving in all areas of our business operation in order to become a world class provider of Hydraulic Services.
- Enhancing our reputation as a company which can be relied upon as consistently delivering quality projects which represent real “value for money.”

The implementation of this policy is essential for the long-term competitive success of this company as well as in achieving employee satisfaction.

Michael Brenton
DIRECTOR's NAME

.....
SIGNATURE

.../.../...
DATE

APPENDIX B

ORGANISATION CHARTS

Organisation charts are under constant review and personnel should check with the Quality Representative as to the current chart.

The latest version shall be on the 'q drive' under the 'Organisation Charts' directory and made accessible to personnel on a 'need to know' basis.

The following charts indicate the general organisational structure of the Company, particularly as it relates to quality and safety.

TITLE

- MJB Waterways Pty Limited

