

# Plan B Engineering Quality Management Plan

Document N°: QMP2019 \ Revision 1 \ March 2019

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## 1. Purpose

The purpose of this document is to outline the structure of Plan B Engineering Quality Management Plan (QMP). It provides clarity for all employees on roles and responsibilities within the organisation and supports the implementation of the commitments by Plan B Engineering.

## 2. Scope

The Quality Management Plan covers all Plan B Engineering employees, contractors and visitors to the site.

## 3. Requirements

The QMP has been designed to provide a framework in which Plan B Engineering has recognition of quality, safety and the environment and is a condition of being on site at Plan B Engineering. All personnel on site are responsible for their own safety, the safety of others, the environment and working in a manner to provide a quality service and product.

Personnel must ensure that they are aware of the organisation's Policies, Safety Management Plan and all Work Practices and Procedures. Personnel must take a proactive rather than reactive approach to quality, safety and the environment and ensure that all issues are reported to their Health and Safety Representatives, Project Manager and Supervisors.

The plan is required to provide a clear, traceable, legally compliant platform to demonstrate compliance with relevant laws and commitments to quality, safety and health, while fostering a positive culture and driving continual improvement.

## 4. Quality Management Plan

Plan B Engineering is committed to developing, implementing and maintaining quality services to all customer and clients. This will be achieved by:

- ▶ A strong focus commitment to maintaining a high-level of quality and strong customer service within an environment that has safety as a first priority, is focused on the customers, and fosters continual improvement;
- ▶ By demonstrating its ability to consistently provide quality service that meets customer requirements;
- ▶ Has clear objectives, with an emphasis on continuous improvement of systems and procedures;
- ▶ Implementing best practice quality principals throughout all Plan B Engineering operations;
- ▶ Addressing customer satisfaction through effective application of Plan B Engineering's policies and procedures;
- ▶ Having robust consultation processes involving workers, service providers and all other relevant stakeholders;
- ▶ Ensuring all objectives and activities of the Quality Management Plan are properly resourced;
- ▶ Through employee empowerment, especially for innovative action to improve the department's performance; and
- ▶ Ensuring that the requirements of the Occupational Safety and Health legislation and other related legislative requirements are met.

## 5. Information and Document Control

To ensure that all Plan B Engineering related documents, information and records are effectively managed and maintained, Plan B Engineering will maintain formal document control systems for the distribution, storage and disposal of paper and electronic records and will:

- ▶ Maintain an IMS Document Register to identify and track those records required to be kept to meet company requirements;
- ▶ Determine and record the period of time for which all documents, information and records are to be kept;
- ▶ Develop and maintain a system to ensure that only current versions of documents are used;
- ▶ Ensure documents are in a format that ensures they are legible and functional for those who are required to use them;
- ▶ Follow industry standards regarding the processing and recording of all documents related to, but not limited to, both Purchasing and Sales.

The Quality Management Plan will be reviewed annually by the Company Director by way of a formal review process, following consultation with the Safety and Health Committee.

Hard copies of the Quality Management Plan and associated company policies are available on site in the policy folder.

## 6. Responsibility and Accountabilities

Everyone, whilst on Plan B Engineering premises, has a responsibility to produce and provide quality products for all their clients.

| Role             | Responsibilities  |
|------------------|---|
| Company Director | <ul style="list-style-type: none"> <li>▶ Ensure that Plan B Engineering meets all its legal obligations related to Quality Management.</li> <li>▶ Ensure that financial and physical resources are provided for all aspects of Quality Management.</li> <li>▶ Initiate action to prevent the occurrence of any nonconformance relating to service, process, and systems.</li> <li>▶ Identify and record any problems relating to the service, process, and systems.</li> <li>▶ Initiate, recommend, or provide solutions through designated channels.</li> <li>▶ Verify the implementation of solutions.</li> <li>▶ Control further processing, delivery or installation of nonconforming product until the deficiency or unsatisfactory condition has been corrected.</li> <li>▶ Ensure the successful implementation of the Quality Management Plan across all operations.</li> <li>▶ Ensure workers including contractors, service providers and visitors are not exposed to hazards in the workplace (as far as practicable).</li> <li>▶ Ensure that recommendations to improve Quality Management are acted upon.</li> </ul> |

| Role  | Responsibilities   |
|---|--|
| Managers Supervisors                              | <ul style="list-style-type: none"> <li>▶ Ensure compliance with all statutory requirements.</li> <li>▶ Ensure that recommendations to improve quality are acted upon.</li> <li>▶ Ensure that the business processes of the QMP are defined.</li> <li>▶ Ensure that the quality requirements are established and maintained.</li> <li>▶ Report to the director and quality issues including needs for improvement.</li> <li>▶ Promote awareness of customer requirements throughout Plan B Engineering.</li> <li>▶ Ensure planned workplace inspections for quality are undertaken and documented in accordance with established inspection programme and legislative requirements.</li> <li>▶ Ensure that there is competent and sufficient supervision of all workers (including contractors) to deliver on quality for all clients.</li> </ul> |
| Workers<br>(including contractors and volunteers) | <ul style="list-style-type: none"> <li>▶ Comply with all statutory requirements.</li> <li>▶ Consult and cooperate with Management on matters of Quality.</li> <li>▶ Be aware of Plan B Engineering policies and procedures.</li> <li>▶ Be aware of the Quality Management Plan.</li> <li>▶ Communicate with the Supervisor, Manager and Company Director in the event of an accident, incident, anticipated hazard or nonconformance.</li> <li>▶ Attend training.</li> <li>▶ Maintain a proactive rather than reactive approach to quality, safety and the environment within the organisation.</li> <li>▶ Be accountable for quality, safety and the environment in their area of responsibility.</li> <li>▶ Identify hazards and nonconformances.</li> </ul>   |

## 7. Safe Operating Procedures

Safe Operating Procedures are task or job specific documents used on a daily basis at Plan B Engineering, to ensure workers undertake their normal duties safely, with appropriate hazard controls in place. Tasks are broken down into a series of steps, each of which identifies any hazard and/or risk involved and the corresponding safety precaution required for its control. Relevant associated legislation is referenced, and any required training identified.

## 8. Document Control

Quality and OSH documents are reviewed annually. Where documents are required to be kept confidential such as medical records, employee personal information, etc. this information is retained in secure files.

## 9. Hazard Management

There are approved processes for Hazard Identification and Reporting, Risk Assessment and Control, Accident and Incident Reporting, Accident and Incident Investigation, Permit to Work, Sharps Handling, Tag Out, Selection and Issue of PPE, SOP's/JSA and Hazard Registers, which underpin Plan B Engineering's hazard management.

## 10. Safety Inspections and Corrective Actions

Plan B Engineering's Project Manager, Supervisors and OHS Representatives make regular site Safety Inspections with a focus on hazard identification and quality of product to ensure Plan B Engineering is delivering quality products to all clients.

Preventative and/or corrective actions associated with quality, incidents or reported hazards are recorded and reported at monthly health and safety meetings and appropriate corrective action taken and recorded.

## 11. Incident Reporting and Investigation

Incidents are reported via the Incident, Damage, Near Miss and Hazard Report. All incidents are investigated; Safety Representatives assist with investigations and any corrective and/or preventative actions are logged in the system. Findings are presented at Toolbox and Health and Safety Committee Meetings.

## 12. Training and Supervision

All workers (including contractors) undertake a general OSH Induction in addition to site specific induction, to ensure that they understand and can meet their responsibilities under safety and health legislation.

Training needs are captured as part of development reviews and site and task specific training is provided where required.

## 13. Appendices

Plan B Engineering articulates the organisation's commitment to applying risk management processes. The risk classification, level and tolerance matrices are reproduced on the templates for Job Safety and Environmental Analysis (JSEA) Risk Assessment - **Appendix A**.

Incident, Damage, Near Miss and Hazard reporting - **Appendix B**.

Plan B Engineering OHS Handbook is in place signed by all employees to confirm their understanding of all company policies and procedures relating to Occupational Safety and Health - **Appendix C**.

## 14. Definitions and Abbreviations

The following definitions and abbreviations are used throughout this Policy:

| Term | Definition                            |
|------|---------------------------------------|
| QMP  | Quality Management Plan               |
| OHS  | Occupational Health & Safety          |
| JSEA | Job Safety and Environmental Analysis |
| PPE  | Personal Protective Equipment         |
| SOP  | Standard Operating Procedure          |

## 15. Document Amendment History

|                 |   |
|-----------------|---|
| Document Ref    | Quality Management Plan                 |
| Document N°     | SMP2019                                 |
| Revision Number | 01                                      |
| Prepared by     | D. Rogers (March 2019)                  |
| Reviewed by     | V. Wilson (March 2019)                  |
| Approved by     | T. Evans, Company Director (March 2019) |
| Effective Date  | March 2019                              |

**This document cannot be modified without the approval of the Company Director.**