

Company Plan for Quality & Health and Safety Systems

<u>SECTION</u>	<u>TITLE</u>
Introduction to System	Intro 1 – 3
Management Responsibility	Intro 4 – 5
Company Policy Statements	Policy 1 – 3
Documentation and Communications	Comm 1 – 3
Organisation Chart	Chart 1 –1
Job Descriptions	Jobs 1 – 4
Quality Planning	
Contract Quality Plan	QA Plan 1 – 5
Purchasing and Sub-Contractors	Supply 1 – 9
Methodology for the Inspection and Control Of Work	Tests 1 – 4
Quality Systems Improvement and Non Conformances	NCR 1 – 3
Corrective Action Reports	CAR 1 – 2
Plan Changes and Specification Reviews	SRS 1 – 2
Plant Schedule	Plant 1 – 2
Contract and Document Review and Reports	Review 1 – 5
Health and Safety Management	
Site Safety Rules	HASIE 1 - 1
Specific Safety Rules	HASIE 2 - 4
Protective Clothing and Equipment	HASIE 5 - 6
Staff Responsibilities	HASIE 6 - 8
Safety Requirements on Client Worksites	HASIE 9 - 9
Safety of Contractors and Sub – Contractors	HASIE 10- 10
Visitors to the sites under our Control	HASIE 11- 11
Hazard Management	
Process for Hazard Identification and Control	Haz ID 1 – 10
Training and Work Instructions	
Staff Training Program	Training 1 – 5
Certification	Training 6 – 11
Staff Training Forms	T Form 1 – 6
First Aid	First Aid 1 – 2
Accident Management and Reporting	
Accident Management Procedures	Accident 1 – 2
Accident Reporting Forms	A Form 1 – 4
Monitoring and Information for Employees	Monitor 1 – 5
Employee Participation	
Functions and Duties of Health and Safety Representatives	EP/H&S Reps 1 – 9
Assisting Injured Employees Return to Work	EP/H&S Reps 2 – 9
Hazard Notices and How / When to Issue	EP/H&S Reps 6 – 9
Nomination for Health and Safety Representatives	EP/H&S Reps 9 – 9
Planning for Emergencies	
Potential Emergencies	Emerge 1 – 6
Emergency Procedures for General and Offices	Emerge 2 – 6
Emergency Procedures for On Site Works	Emerge 5 – 6
Policies Operation and Management	Policy Ops 1 – 36
Safe Operating Procedure	SOP 1 – 10
Work Instructions	Work Ins 1 – 79
Inspection Checklists	Inspection Checklist 1 – 25
Safety Data Sheets & C O P's	SDS 1 – 1

XXXX CONTRACTING LTD

HEALTH, SAFETY & QUALITY SYSTEM DOCUMENT TQS1/HSE

DOCUMENT DESCRIPTION	REVIEW DATE	REVIEW DATE	REVIEW DONE	NEXT REVIEW	NEXT REVIEW
QUALITY / HEALTH & SAFETY SYSTEM	1 April 09	1 Oct 09		1 Oct 09	
WORK INSTRUCTIONS	1 April 09	1 Oct 09		1 Oct 09	
INSPECTION CHECKLISTS	1 April 09	1 Oct 09		1 Oct 09	
PROCEDURES & SPECIFICATIONS	1 April 09	1 Oct 09		1 Oct 09	

Issue Number	Prepared (P), Reviewed (R) Amended (A) by	Approved By	Date of Approval
One	(P) Trainzco Ltd	ZZZZ	1 April 2009
Two	(P) (R) (A) XXXX	ZZZZ	1 October 09
Three	(A) Trainzco Ltd	ZZZZ	October 09
Four			
Five			

THIS IS A CONTROLLED DOCUMENT

The holder of this document is responsible for maintaining it in an up to date condition
Any out of date or superseded pages must be destroyed.

This Contract Quality Plan describes sections from the Company's Health and Safety – Injury Prevention Management Plan and the Company's Quality System in relation to this contract and has been prepared in compliance with approved standards.

DISTRIBUTION LIST

COPY No	Issued to	Date	Revision No
1	XXXX Contracting Ltd – Office copy	1 April 09	01
2	XXXX Contracting Ltd – On site copy	1 April 09	01
3	Trainzco Ltd – Designers copy	1 April 09	01
4			
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Introduction

Objectives of this System

The objective of this system is to assist XXXX Contracting Ltd to comply with the standards of documentation and performance required for Operate Safe and the NZ Transport Agency's compliance requirements for Quality Assurance.

NZTA/Transit NZ Requirements

The New Zealand Transport Agency NZTA (formally Transit New Zealand) and other Road Controlling Authorities (RCA's) require Contractors involved in their Works Contracts to meet certain requirements.

The quality standards are specified in TQS1 Quality System for Road Construction, Road Maintenance and Physical Works Contracts. XXXX Contracting Ltd subcontracts for works that specify the adoption of TQS2 and competes for works that specify both TQS1 and TQS2.

RCA's will select the level for the contract using a formula designed to determine the relative complexity. The criteria used in the formula will include:

- the technical requirements of the work
- the contract value and duration
- the project management requirements of the work
- the public impact, safety aspects, and traffic control of the work.

XXXX Contracting Ltd Q A Objectives

This TQS1 system is designed to allow us to:

- Demonstrate a formal commitment to customer satisfaction through quality management.
- Subcontracting to, or supplying companies that have ISO 9000 certification.
- Subcontracting to, or supplying government agencies, local authorities, public utilities and wholesale and retail traders.
- As quality system that can be enhanced to ISO 9000 compliance at a later date.

Quality Plan and System Operation

The Quality Manager – XXXX Contracting Ltd will develop a quality plan, for each major contract undertaken or wherever a quality plan would be appropriate.

Forms and checklists and the operation of the quality system will apply for all contracts in excess of \$100,000.00 value.

Management Responsibility

Quality Policy

XXXX Contracting Ltd has adopted a quality policy as a commitment to high quality systems and procedures. Our guiding objective is to ensure customer satisfaction. To measure the success of this objective we will process any written customer complaints as non-conformances and analyse them to see if our systems and standards need improvement. These can be found in the **NCR** section.

Organisation Chart

We will also prepare an organisation chart that will be reviewed from time to time. For our Organisation Chart, please refer to the **Chart** section.

Safe Operating Procedures

Safe Operating Procedures have been developed for the management of specific plant items, equipment and workshop activities, these can be found in the **SOP** section.

Policy Management

XXXX Contracting Ltd has developed policies to assist in making the workplace safe for our clients, members of the public and each other. The **Policy Ops** section covers “how to” manage our on site operations and details how our policies will operate.

Management Review

ZZZZ will conduct internal reviews six monthly or as required or specified by the principal.

Jeremy Palmer and the appointed external JASANZ auditor shall conduct external reviews of the quality system at bi annually intervals to ensure that it is operating effectively, is current to legislative requirements and continues to meet the company's quality objectives.

Basis for the Review

STEP ONE

- ZZZZ will present a six monthly report with details of all health and safety issues, internal audits, non-conformance reports and resultant quality improvement actions.
- Client information relating to quality and safety shall be collated and included in the report e.g. NCR and CAR reports and TMP audits.

STEP TWO

- Deficiencies in the Quality System shall be identified and a plan for improvement agreed to. The review shall be minute with action requirements noted.

Form of Review Report

For an example of the report, please refer to **Review** section.

Quality System Components

Quality Policy

For our Quality Policy please refer to the **Policy** section.

Work Instructions (Methodologies)

For the day-to-day operations and work we refer to the specifications that are dictated by either the Contract Documentation or Contract Engineer. We have a list of Works Instructions that can be referred to when encountering problems that fall outside the scope of the Management Team of XXXX Contracting Ltd. A list of our current Work Instructions can be found in the **Works Ins** section including the method to manage the hazards associated with the work being performed.

Inspection Checklists

For normal day-to-day operations XXXX Contracting Ltd use a simple method of checking for any anomalies on site or materials brought to the site. If a contract dictates that hold points during the contract are required, these will be identified with Specification Review Schedules (see **SRS**) at which time XXXX Contracting Ltd may use the Inspection Checklists that are incorporated within this document. These are found at the rear of this document in the section **Quality Plan Checklist**. The day to day Checklist that is used throughout normal Contracts is also included this Checklist section.

Contract Quality Plans

These will be supplied within the time frame to the standard and extent specified in the contract. They will describe those aspects of our Quality System including how we will:

- **identify the quality requirements** specific to the contract;
- **plan the work** to satisfy those requirements;
- **control (manage) the work** to comply with the planning;
- **inspect/test the work** to ensure compliance with the quality requirements; and
- **record the results** as evidence of compliance.

A copy of the Quality Plan is found at the rear of this document under the heading **QA Plan**.

Clients Needs

Requirement

XXXX Contracting Ltd will document and review all contracts (including verbal agreements) to supply our clients with goods or services to ensure that:

- (i) The client's requirements are understood, and
- (ii) The organisation has the capability to meet the client's requirements.

Any amendments to a contract will be recorded and must be communicated to and agreed to by all interested parties.

What is a Contract?

A contract is defined as any written or verbal agreement between the organisation and its customers and suppliers (communicated by any means) that commits the organisation to supply or purchase goods or services.

A major source of quality problems is a lack of effective communication between customers and suppliers.

Customer Orders

Before accepting an order, we should ensure that we have the capability to meet the specified requirements. This might include having the trained staff, materials, production facilities, stock and all other resources necessary to complete the order on time and to the specification required. To ensure that happens we have developed procedures that contain a process for customers to correctly authorise any agreed amendment in a customer's order being a Purchase Order.

Persons Authorised to Accept Customer Order

The persons authorised to accept customer orders for Contracts are:
XXXX and ZZZZ

Details Required

The following details are required for acceptance of an order from a customer:

1. Name of customer
2. Address of customer
3. Telephone number of customer
4. Name of person making order
5. Order number
6. Date of order
7. Description of order
8. Special features (if any)
9. Quantity and size
10. Price agreed
11. Delivery date required

A Written Quotation will be prepared by the Quality Manager and presented to the client. Once any variations and adjustments have been discussed and everybody involved in the work agrees with the quote, work will then proceed.

The person authorised to accept customer orders for workshop work is: Barry Mepham