



QUALITY COMPLIANCE MANAGEMENT MANUAL

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For MEAD CON
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Revision No. DRAFT

PROCEDURE OWNER:	<i>SHEQ Systems Manager</i>	
Revision Number	Date Issued	Approved by [signature]
Original		
Revision One		
Revision Two		
Revision Three		
Revision Four		

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|---|---|
| <input type="checkbox"/> Managing Director | <input type="checkbox"/> Finance Officer |
| <input type="checkbox"/> Director | <input type="checkbox"/> Administration Officer |
| <input type="checkbox"/> Senior Project Manager | <input type="checkbox"/> Administration Assistant |
| <input type="checkbox"/> Human Resource Manager | <input type="checkbox"/> Supervisors |
| <input type="checkbox"/> Construction Manager | <input type="checkbox"/> Leading Hands |
| <input type="checkbox"/> Estimator/Project Manager | <input type="checkbox"/> Employees/Apprentices |
| <input type="checkbox"/> Trainee Project Manager | |
| <input type="checkbox"/> Project Management Assistant | |

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1 PURPOSE

The purpose of this document is to provide an encompassing view of Quality Compliance within Mead Con. It details the processes of development, implementation and maintenance of the Quality Compliance Management System [QCMS].

In addition, the Quality Compliance Management Manual [QCM] provides guidelines, controls and measures against which Mead Con are assessed for accreditation.

2 SCOPE

This Management Manual provides the conduit to all documentation pertaining to Quality Compliance.

The planning of the Quality Compliance Management System is carried out in order to meet the requirements outlined in all relevant Standards. The reliability and integrity of the QCMS is maintained when changes to the system are planned and implemented.

Mandatory compliance to the requirements of this manual applies to all Mead Con employees and sub-contractors, dependent upon and relevant to their level of control within the organisation.

Refusal to participate or comply with procedural requirements of the QCM will result in disciplinary action. [Refer to HRM-PR-XXX – Separation/Termination Procedure](#)

2.1 Compliance

Implementation of the QCM Manual must be in accordance with organisational and legislative policies and procedures.

2.1.1 Organisational

Communication: GP-PO-001
Privacy Policy: GP-PO-002
Customer Service Policy: GP-PO-003
Quality Policy: QCM-PO-001
Document Control Policy: QCM-PO-002
Anti-Discrimination & Harassment Policy: HRM-PO-001
Anti-Discrimination & Harassment Procedure: HRM-PR-XXX
Individual Employment Contracts

2.1.2 Legislative/Regulatory

Quality Management System AS/NZS ISO 9001:2000
Occupational Health and Safety Management Systems AS / NZS 4804:2001
Environmental Management Systems AS/NZS ISO 1401:2004
Risk Management AS/NZS 4360:2004 and HB 436:2004
Disability Discrimination Act 1992
Privacy Act 2000
Equal Opportunity for Women in the Workplace Act 1999
Anti-Discrimination Act 1998
[EEO \(Equal Opportunity Employment\)](#)
Fair Work Bill 2009

Will expand these [in blue] -check internet for exact names

3 RESPONSIBILITIES

Following are the responsibilities of the SHEQ Systems Manager within the QCM System. Note that more specific responsibilities are detailed in the Procedures and their associated Method Statements.

Role	Responsibilities
Directors	<ul style="list-style-type: none"> • Committed to development and implementation of document controls and measures within the Quality Compliance Management Systems • Communicates the importance of meeting customer, statutory and regulatory requirements throughout all aspects of Quality Compliance • Supports Managers, Supervisors in the implementation and management of Quality Compliance Management Systems procedures • Ensures availability of resources • Clearly defines Roles and responsibilities throughout the organisation • Appoints a member of management who shall have responsibility and authority to ensure that policies and processes are established, implemented and maintained • Ensures that Management Reviews on all processes are conducted
SHEQ Systems Manager	<ul style="list-style-type: none"> • Develops and implements a Quality Policy and that it is appropriate to the purpose of the organisation • Determines customer requirements and that they are met with the aim of enhancing customer satisfaction • Ensures quality objectives are established and implemented at relevant functions and levels within the organisation. The quality objectives shall be measurable and consistent with the quality policy • Identifies controls against which compliance can be measured • Identifies methods of analysis [internal auditing] for continual relevance to the organisation and improvement within the system as well as for customer service and satisfaction • Ensures the quality policy and system are communicated and understood within the organisation [including sub-contractors] • Maintains the QMS ensuring that changes are implemented and communicated within prescribed timeframes • Reports to Management and members of the organisation on the performance of the QMS and submits suggestions for improvement • Promotes awareness of customer requirements throughout the organisation

Human Resource Manager	<ul style="list-style-type: none"> • Advises and assists Managers in addressing performance issues in regard to non-conformance against the QCMS • Advises the Management Team in regard to compliance against Internal and External Policies, Legislative and Regulatory mandates. • Maintains confidentiality in accordance with Privacy Laws and ensure review reports are stored in personal files within a secure environment. • Supports and encourages all employees throughout application of all QMS processes. •
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4 POLICIES

Following are the specific policies relevant to QCM Manual

<u>Contents Register</u>		
Document Name	Document Number	Document Owner
Generic Policy: Communication	GP-PO-001	Human Resource Manager
Generic Policy: Privacy	GP-PO-002	Human Resource Manager
Generic Policy: Customer Service	GP-PO-003	SHEQ Systems Manager
Quality Policy	QCM-PO-001	SHEQ Systems Manager
Document Control Policy	QCM-PO-002	SHEQ Systems Manager

5 PROCEDURES

Following are the specific procedures pertaining to the QCM Manual. Note that each Procedure may contain associated Method Statements [QCM-MS-xxx] and/or; Forms/Checklists/Templates [QCM-FCT-xxx].

Where relevant, reference will be made to Procedures, Method Statements etc that are identified as inter-related to other Manuals and their incumbent documents.

Contents Register		
Document Name	Document Number	Document Owner
Quality System Management	QCM-PR-001	SHEQ Systems Manager
External Auditing	QCM-PR-002	SHEQ Systems Manager
Document Control	QCM-PR-003k	SHEQ Systems Manager
Internal Auditing	QCM-PR-004	SHEQ Systems Manager
File Management	QCM-PR-005	SHEQ Systems Manager
Evidence Collection	QCM-PR-006	SHEQ Systems Manager

6 CORPORATE PROFILE

The Corporate Profile is a comprehensive document comprising:

- Company Information
- Mission and Value Statements
- Details of the Mead Con SHEQ Management System and Reporting Processes
- Training Management System
- Plant and Equipment Details
- Insurances
- Organisational Policies
- Management Structure and Employee Profiles

Refer *Corporate Profile [Attachment 9.1]*

7 RISK MANAGEMENT

The risks of non-compliance against prescribed legislation and regulatory documentation to the organisation are extreme and significant.

Management of risk is integral to the success of Mead Con. Mead Con's Risk Management Framework provides a constant process of continuous improvement that is embedded into all existing business practices and processes.

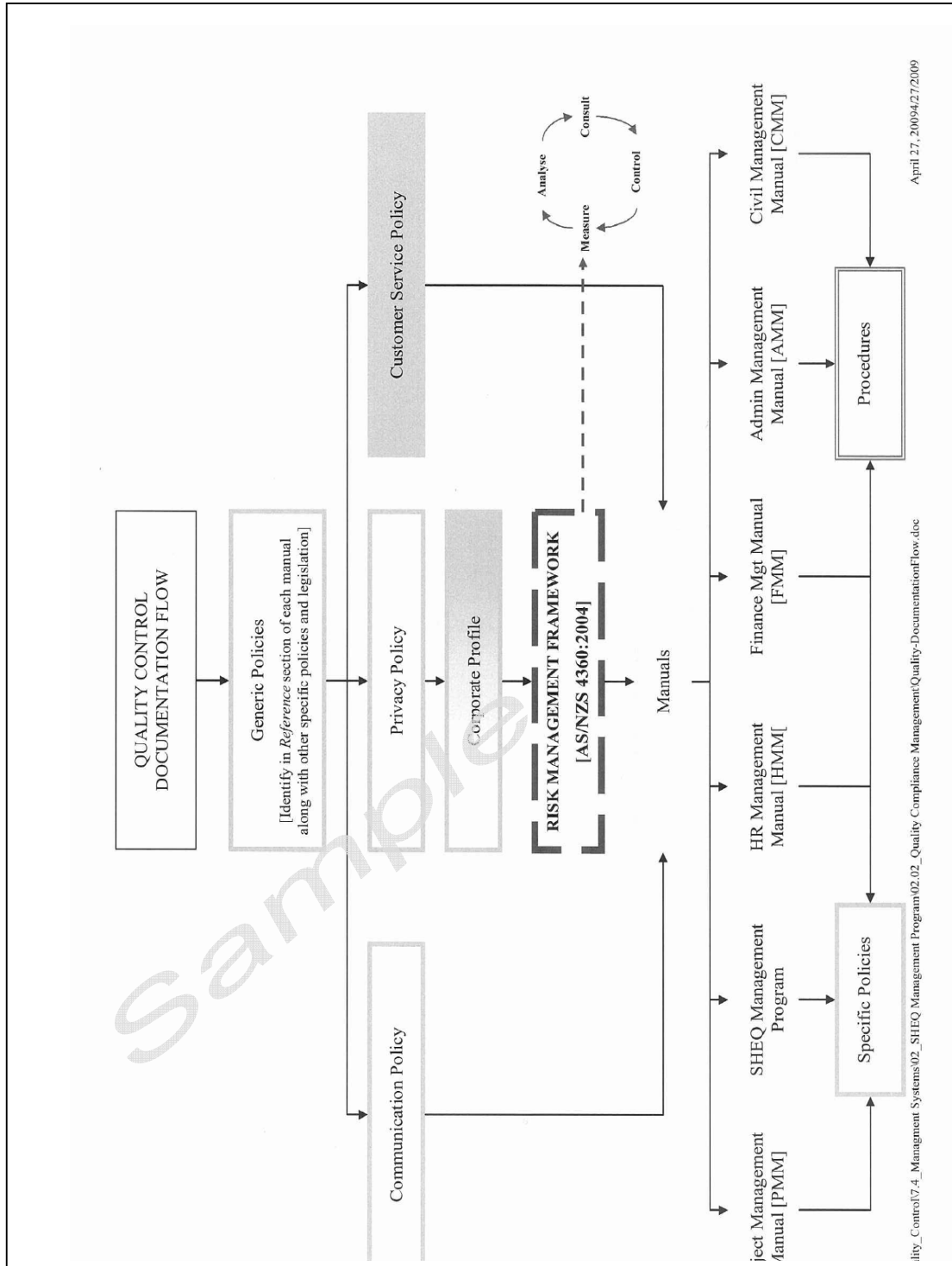
Refer *Quality Control Documentation Flow, Page 1 [Appendix 8.1]*

Specific Risk Management processes are detailed in the Mead Con Risk Management Framework and this manual's incumbent procedures.

Refer *Risk Management Framework [Insert path]*

8 APPENDICES

8.1 Quality Control Documentation Flow – Page 1



9 ATTACHMENTS

9.1 Corporate Profile