

# Essendon Complete Trade Services Pty. Ltd.



Quality Policy Manual  
AS/NZS/ISO 9001:2000

Model for Quality Management Systems- Requirements

The information contained in this document is the property of this company. It must not be used for commercial or other purposes without prior approval of the Managing Director.

## Quality Manual

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## **Quality Policy**

## **4. QUALITY MANAGEMENT SYSTEM**

### **4.1 General Requirements**

Essendon Complete Trade Services Pty Ltd maintains and continuously enhances a Quality Management System to achieve the objective of maintaining consistent processes and quality of service delivery.

The Essendon Complete Trade Services Pty Ltd quality system is defined in the Quality Manual, together with internal and externally created standards, manuals, forms and lists.

The Quality Management System identified those activities within Essendon Complete Trade Services Pty Ltd business processes that are critical to the achievement of necessary statutory requirements, internal performance, standards, and customer expectations.

Having identified these processes as critical to company success, we maintain, and constantly renew and enhance a system of documented standards, policies, procedures and work instructions to ensure we always perform these activities consistently and effectively.

These documents together specify the planning and control activities required to perform the processes to standard, and also to verify that the process has been followed and is effective.

We maintain management processes and authorities, linked to annual strategic and business plans and budgets, which sets goals for performance, allocates resources in line with company priorities and resource constraints, monitors performance and effectiveness of the quality management system, and initiates actions to drive continuous improvement in both company processes and the Quality Management System.

Our Quality Management System is structured and managed to conform to the requirements of ISO 9001:2000.

Procedure [Quality Systems](#)

### **4.2 Documentation Requirements**

#### **4.2.1 General**

The Quality Management System structure is divided into three levels:

Level - 1 Quality Manual Level - 2 Operating Procedures Level - 3 Quality Records.

All documents and data relating to the Essendon Complete Trade Services Pty Ltd Quality Management System will be electronically controlled and stored in the Electronic Quality Management System.

All documents, which are deemed necessary to ensure consistent quality of product and processes, are maintained as controlled documents, and operational procedures are maintained to affect their control.

The Office Administration Manager is responsible for the procedure for control of all such documents, as well as reviewing and authorising documents prior to issue.

#### **4.2.2 Quality Manual**

This manual describes the Quality Management System in operation at Essendon Complete Trade Services Pty Ltd, which has been implemented in accordance with its quality policy. The scope is limited to the provision of services that are under the direct control of Essendon Complete Trade Services Pty Ltd.

The manual is the prime reference document for all quality related activities undertaken by the Essendon Complete Trade Services Pty Ltd and shall be used for the purposes of auditing the effectiveness of the Quality Management System and as a training document for Essendon Complete Trade Services Pty Ltd management.

The manual is structured on and meets the requirements of AS/NZS ISO 9001/2000 Quality Management Systems - Requirements.

The following sections outline the way in which the Essendon Complete Trade Services Pty Ltd addresses each element of the Quality Management System. Where appropriate, references are made to more detailed operating procedures.

Procedure [Issue and Control](#)

#### **4.2.3 Control of Documents**

Essendon Complete Trade Services Pty Ltd has a system, which ensures that everyone is working from the same version of all procedures, instructions, drawings, specifications, contracts etc.

Only controlled (master) documents can be amended. Documents are controlled electronically and all hard copies are recognized as uncontrolled.

Procedure [Control of Documents](#)

#### **4.2.4 Control of Records**

Appropriate records necessary to verify that quality processes have been followed and were effective, will be maintained to provide audit trails of service development, testing, delivery, inspection and review.

Procedure [Control of Records](#)

## 5. MANAGEMENT RESPONSIBILITY

### 5.1 Management Commitment

The key focus of the Essendon Complete Trade Services Pty Ltd is in meeting expectations of our customers and employees. Critical to this is the generation of suitable financial performance to support ongoing product, service and professional development, stable and exciting employment opportunities for our staff, effective and positive relationship with suppliers and subcontractors, all to ensure our customers receive the best possible products and services through a controlled and reliable process.

We maintain a management structure, with clear responsibilities and authorities to plan, implement, monitor and enhance the Quality Management System to ensure it meets the needs of the Essendon Complete Trade Services Pty Ltd in line with our quality policy. Specifically:

- the Managing Director is responsible for the [Quality Policy](#), and for ensuring the Quality Management System is effective, is followed, and is reviewed and enhanced to meet changing business needs.
- All members of staff are aware of their individual responsibilities and authority through organisation charts, position description, annual performance objectives, induction and ongoing communication processes.
- Responsible staff is aware of their responsibility and authority to ensure that adequate and appropriate skills and resources are available for the products and services we agree to supply.
- The Managing Director reviews Essendon Complete Trade Services Pty Ltd's progress against key performance indicators, and assessed in consideration of quality issues including internal and external quality audits.

### 5.2 Customer Focus

The future of the Essendon Complete Trade Services Pty Ltd is dependent on the satisfaction of customer expectations in a competitive environment, The Management of the Essendon Complete Trade Services Pty Ltd are committed to ensuring that customer requirements are determined and effectively incorporated into service planning and delivery, and are met with the aim of enhancing member and customer satisfaction and commitment.

Procedure [Production and Service Planning](#)

### 5.3 Quality Policy

The Business maintains and updates a quality policy, which details the Essendon Complete Trade Services Pty Ltd's commitment to

- its mission of enhancing workplace health and safety.
- to quality of products and services as a critical ingredient to its commitment to member and customer satisfaction.
- to maintaining and continually improving a Quality Management System to facilitate achievement of company goals and standards.

The Essendon Complete Trade Services Pty Ltd Quality Policy is publicly displayed in our workplace and updates are communicated to staff to ensure they are aware of our policy, their role, and the importance of ongoing improvement in the system and company

performance. Quality is everyone's responsibility and all personnel are expected to actively participate in all quality-related activities.

Our [Quality Policy](#)

## **5.4 Planning**

### **5.4.1 Quality Objectives**

The Essendon Complete Trade Services Pty Ltd review strategic plans annually for direction and strategic priorities, and set annual business plans and financial budgets. In this process the Essendon Complete Trade Services Pty Ltd sets its quality objectives in line with changing customer needs and expectations, and in the context of market conditions. These objectives are defined via key performance indicators and strategic targets, and are communicated to staff to ensure quality objectives are understood, are measurable, and will ensure customer expectations are consistently met.

### **5.4.2 Quality Management System Planning**

The Management ensures that appropriate Quality Management Systems are planned and implemented in line with ISO9001:2000 general requirements and documentation requirements.

The Management will maintain procedures for the ongoing planning of the Quality Management System improvement to meet changing business needs and continually reviews business performance and system effectiveness to ensure continuous improvement actions are initiated and implemented.

Procedure [Production and Service Planning](#)

## **5.5 Responsibility, Authority and Communication**

### **5.5.1 Responsibility and Authority**

The Managing Director is responsible for ensuring that all responsibilities and authorities are clearly defined, effectively communicated and understood and reviewed and maintained to meet business needs.

[Position Index](#)

### **5.5.3 Internal Communication**

The Managing Director will review quality performance, Quality Management System effectiveness, quality improvement and quality initiatives at six monthly [Management Review meeting](#).

## **5.6 Management Review**

### **5.6.1 General**

The Managing Director shall review the Quality Management System at twice per annum with all departments to re-affirm its adequacy and conformance to current customer and Essendon Complete Trade Services Pty Ltd requirements.

Procedure [Management Review](#)

### **5.6.2 Review Input**

The input to the management review will consist of information gained from the following sources but not limited to;

- " Results of internal audits both scheduled and in response to corrective actions raised
- " Customer feedback through compliment and complaint
- " Measurement of performance against the Key Performance Indicators
- " Non-conformance reports, preventative and corrective actions.
- " Closure on previous management reviews issues.
- " Staff recommendations and suggestions,
- " Business improvement opportunities
- " New product requirements
- " Personal performance reviews
- " Results of external audits

### **5.6.3 Review Output**

The quality leadership team will review all outputs with a view to improving the Quality Management System, to make all processes simple, effectively and user friendly. The outputs will typically target improved safety, quality, productivity and profit.

Procedure [Management Review](#)

## **6 RESOURCE MANAGEMENT**

### **6.1 Provision of Resources**

The Managing Director will ensure that resources are made available for the achievement of quality objectives, and for the monitoring and maintenance of an effective and adequate Quality Management System via annual Business Plans and Budgets.

Procedure [Resources](#)

### **6.2 Human Resources**

#### **6.2.1 General**

All Essendon Complete Trade Services Pty Ltd personnel have been chosen for their qualifications, skills and experience appropriate to the delivery of planned services and achievement of quality objectives.

All are trained for the work involved, and are required to carry out documented procedures in a professional manner.

#### **6.2.2 Competence, Awareness and Training**

Staff skills and performance to the requirements of their role is periodically reviewed and improvement actions agreed, where needed.

A training record is maintained for all staff, including induction and ongoing training and professional development. Documented evidence of competence, such as certified copies of certificates and accreditation's is maintained for each member of staff.

Our annual Performance Review process ensures that staff are aware of their responsibilities and influence on quality objectives, and identified further training requirements to meet the needs of the role.

Procedure [Competency, Awareness and Training](#)

### **6.3 Infrastructure**

The Managing Director ensures that suitable infrastructure in the form of building, workspace and associated utilities, equipment hardware and software, and supporting services such as transport and communication, are provided and maintained to ensure staff perform the roles required to deliver planned products and services and to meet quality objectives.

Infrastructure adequacy and effectiveness will be upgraded, monitored and reviewed through annual strategic and business plan processes, staff feedback, complaint and audit reports.

Procedure [Infrastructure](#)

#### **6.4 Work Environment**

The safety of visitors and staff utilising the work environment is paramount to the Essendon Complete Trade Services Pty Ltd philosophy.

The managing of the work environment will include buildings, workspace, furniture, and housekeeping and associated utilities in accordance with the relevant state legislation.

Procedure [Production and Service Planning](#)

## **7 PRODUCT REALISATION**

### **7.1 Planning of Product Realisation**

Essendon Complete Trade Services Pty Ltd maintains a process to ensure that any new products or services are defined, planned, verified, launched and delivered consistent with customer specifications and expectations, quality objectives and any relevant statutory or regularly standards.

This process shall include:

- " Essendon Complete Trade Services Pty Ltd Quality objectives
- " Customer specifications
- " Statutory standards
- " Resource requirements and Business Plans
- " Processes and documentation
- " Verifications, validation and monitoring
- " Inspection and test processes and certification requirements specific for acceptance by the customer
- " Records providing evidence of the realisation of the process meeting requirements.

A process of key gateway approvals and proposal authorisations is maintained in the Quality Management System and Schedule of Executive Approvals.

Procedure [Production and Service Planning](#)

Procedure [Servicing](#)

### **7.2 Customer-Related Processes**

#### **7.2.1 Determination of Requirements Related to the Product**

Before Essendon Complete Trade Services Pty Ltd offer a service or accept a job, we ensure that:

- " We know the needs and requirements of the customer including pre and post delivery activities and have all the necessary information;
- " We identify and define requirements not stated by the customer
- " We identify any Statutory and regulatory requirements
- " If it is a confirmed contract in response to our offer, it is identical to what we actually committed to;
- " If a contract or job is amended or changed it is reviewed to ensure that we accept the change; and if it is accepted we ensure that every member of staff (or involved third party) who needs to know is provided with an authorised copy of the change details.
- " All critical specifications and contractual information is documented and retained in accordance with legislative and Essendon Complete Trade Services Pty Ltd requirements.
- " Other requirements as may be determined

Procedure [Customer Requirements](#)

## **7.2.2 Review of Requirements Related to Product**

The Essendon Complete Trade Services Pty Ltd will review the product requirements prior to commitment to supply, which will include tenders, acceptance of contracts or orders, ensuring that review and actions arising from the review are documented.

The Essendon Complete Trade Services Pty Ltd will ensure it has the capability to deliver the product as per the requirements.

Where the customer does not provide documentation, confirmation letters of the requirements will be forwarded to the customer in the form of a written proposal.

Where variations are required Essendon Complete Trade Services Pty Ltd will ensure that all documents are amended, personnel advised and written confirmation of these variations forwarded to the customer in the form of an amended proposal, requiring acceptance prior to supply of the amended work.

Procedure [Resources](#)

## **7.2.3 Customer Communication**

Essendon Complete Trade Services Pty Ltd will determine the most cost effective means of promoting its services to customers, responding to enquiries and processing of proposals, contracts and orders.

The Essendon Complete Trade Services Pty Ltd maintains a customer satisfaction monitoring and reporting process, linked to the Corrective Action process which includes customer feedback and system improvement elements to ensure our commitment to customer satisfaction is maintained and drives continuous improvement.

A register of customer files is maintained at the Office. No customer related information in hard copy or electronic form is to be kept outside of Essendon Complete Trade Services Pty Ltd facilities.

## **7.3 Design and Development**

Not Applicable at this time

## **7.4 Purchasing**

### **7.4.1 Purchasing Process**

The Managing Director is responsible for the implementation and currency of this policy and purchasing procedures.

Essendon Complete Trade Services Pty Ltd shall ensure that all purchased goods and/or services conform to either the manufacturer's specification, the requirements of a specific contract, Australian Standards or the specific needs of the Essendon Complete Trade Services Pty Ltd.

The extent of conformance will depend on whether the purchased product has critical affect on delivery of the product and the needs of the customer, this shall be determined by the Managing Director.

Suppliers are evaluated by either having a certified quality system or contract specified requirements and/or established quality records, as evaluated by the Managing Director.

Non-Approved Suppliers will be assessed in accordance with the requirement of the

specific supply activity

Suppliers will be reviewed annually as to performance, quality and product acceptance.

Records of evaluations of critical suppliers will be kept by the Quality Officer.

#### **7.4.2 Purchasing Information**

The procedure for purchasing identifies the information and forms required for purchasing goods or services.

All products will comply with Quality Management System requirements where appropriate and determined by the Managing Director.

Where special qualifications are required to determine the suitability of product or service the Managing Director will ensure a qualified person evaluates and endorses the proposed purchase.

Procedure [Purchasing](#)

#### **7.4.3 Verification of Purchased Product**

We ensure that all goods critical to the effective delivery of our products and services are identified and inspected for conformance before they are released for use. This covers goods and services purchased and used in delivery of our services and those critical to our infrastructure.

Procedure [Purchasing Receiving](#)

The Essendon Complete Trade Services Pty Ltd identifies all purchases critical to the delivery of products and services to meet quality objectives, and ensures these critical purchases are inspected and confirmed as fit for purpose before use. The inspection and acceptance status of incoming goods will be identified to prevent incorrect use of non-conforming goods.

Goods found to be non-conforming shall be placed in "Quarantine", tagged, and a NCR report raised. No product shall be released until all inspection tests are completed and conformance to specification confirmed.

Procedure [Non-conforming Product](#)

Inspection and test records provide evidence that the product has passed inspection within defined acceptance criteria.

Service delivery purchases are managed through the contract and are verified by the staff member responsible for the contract.

Where specified in the contract, Essendon Complete Trade Services Pty Ltd customers shall be afforded the right to verify a subcontractor's premises and Essendon Complete Trade Services Pty Ltd premises that the product conforms to specified requirements. Such verification shall not be used by the supplier as evidence of effective control of quality by the subcontractor.

Verification by the customer shall not absolve Essendon Complete Trade Services Pty Ltd of the responsibility to provide acceptable product nor shall it preclude subsequent rejection by the customer.

Procedure [Purchasing Receiving](#)

### **7.5 Product and service provision**

The development of our products and provision of our services will be controlled by appropriate work instructions and effective controls that ensure their delivery consistently meet customers' expectations.

Procedure [Servicing](#)

#### **7.5.1 Control of Production and Service Provision**

The Essendon Complete Trade Services Pty Ltd shall ensure production and service provision under controlled conditions by ensuring the availability of:

- " Product specification defining critical characteristics and outcomes
- " Project/service delivery plans and proposals including resource and timing plans
- " Work instructions for specific requirements where required
- " Equipment if required
- " Monitoring and measuring process controls and regular reports
- " Implementation, delivery and follow up processes

Essendon Complete Trade Services Pty Ltd has to ensure that production and service procedures and systems take place in accordance with our customers' specified requirements.

Procedure [Production and Service Planning](#)

#### **7.5.2 Validation of Processes for Production and Service Provision**

The Essendon Complete Trade Services Pty Ltd shall validate production and service provision where the output cannot be verified by output monitoring and measurement. This is especially important where outputs can only be measured after the service has been delivered and implemented to achieve planned results.

The validation process will include:

- " Review and approval process against defined critical success criteria
- " Qualifications and approval of appropriate equipment and personnel
- " Methods and procedures
- " Record keeping to ensure appropriate progressive monitoring and conformance to specifications
- " Re-validation if required to confirm final conformance to specifications
- " Documented Procedures defining the manner of the process.
- " Use of suitable production, installation and servicing equipment.
- " Compliance with reference standards/codes, quality plans and document procedures.
- " Monitoring and control of process parameters and product characteristics
- " Monitoring and control of critical process inputs

Procedure [Validation of Process](#)

### **7.5.3 Identification and Traceability**

Where products or services delivered may be subject to audit, or involve critical customer sensitivities we will maintain an effective traceability system.

Generally, critical service and product inputs and outputs will be identified along with its status, and records maintained to provide audit trail evidence with respect to monitoring and measurement requirements.

We will ensure the availability of a control system to enable the positive identification of all critical materials and components used within the Essendon Complete Trade Services Pty Ltd.

Essendon Complete Trade Services Pty Ltd will clearly mark the inspection and test status of our critical products and services as appropriate to ensure that only those products or services, which have passed inspection/testing processes, are offered to our customers.

Procedure [Identification and Traceability](#)

### **7.5.4 Customer Property**

Essendon Complete Trade Services Pty Ltd will implement controls to ensure that all customer materials supplied to us to assist the fulfilment of a contract or service are not misused, misplaced, or unnecessarily damaged.

Should customer owned property either physical or intellectual come under the control of the Essendon Complete Trade Services Pty Ltd the following will occur

- " Identify and verify the property
- " Ensure suitability
- " Ensure the safe handling of the property and protect against loss or damage
- " Document and inform the customer of any change in status to the property

Procedure [Customer Property](#)

### **7.5.5 Preservation of Product**

Preservation will include identification, handling, packaging, storage and protection of the product ensuring that the Essendon Complete Trade Services Pty Ltd product is fit for purpose during processing and delivery.

Protection from damage and deterioration will ensure our products and services are delivered according to our customers' specified requirements.

Procedure [Handling and Storage](#)

## **7.6 Control of monitoring and measuring devices**

The Essendon Complete Trade Services Pty Ltd shall maintain a register of all monitoring and measuring devices needed to provide evidence of conformity of product or certification to predetermined requirements.

This will include processes to ensure valid results including:

- " Calibration intervals
- " Calibration prior to use
- " Readjustment
- " Identification of calibration status
- " Be safeguarded from unauthorised adjustments
- " Protection from damage and deterioration
- " Maintenance
- " Storage
- " Unique identification
- " Acceptance criteria

Essendon Complete Trade Services Pty Ltd will, with the manufacturers' assistance, set standards for calibration and control of monitoring, measuring devices.

The monitoring and measuring devices shall be used in a manner, which ensures that the measurement uncertainty is known and consistent with the required measurement capability.

Essendon Complete Trade Services Pty Ltd have identified all relevant equipment and have defined the interval of calibration before use, against certified equipment having a known valid relationship to internationally and nationally recognised standards. Where no such standards exist the basis used for calibration shall be documented.

The process employed for the calibration of monitoring and measuring devices is defined including details of equipment type, unique identification, location, frequency of checks, check method, acceptance criteria and the action to be taken when results are unsatisfactory.

All equipment shall be uniquely identified and registered with a suitable indication clearly showing the calibration status.

All calibration equipment shall be handled and stored in a manner to ensure that the accuracy and fitness for use is maintained.

The calibration equipment shall be safeguarded against adjustments that would invalidate the calibration setting.

Procedure [Measuring and Monitoring Devices](#)

## **8 MEASUREMENT, ANALYSIS AND IMPROVEMENT**

### **8.1 General**

The Managing Director will monitor and review quality objectives and company performance.

The Essendon Complete Trade Services Pty Ltd will constantly measure and monitor its performance against customer satisfaction feedback and its quality objectives and will maintain a structured process for continual process and performance improvement.

This will involve constantly reviewing quality objectives with the aim of delighting our customers, measuring and monitoring performance against these objectives, analysing findings and key drivers of performance, and using structured improvement processes to deliver permanent improvement.

The Quality Managing Director shall identify and classify products for which statistical techniques may be used as a basis for the assurance and control of quality.

The Managing Director shall monitor the application and review the results of statistical techniques for adequacy as required by contract.

### **8.2 Monitoring and Measurement**

#### **8.2.1 Customer Satisfaction**

The Essendon Complete Trade Services Pty Ltd will, after gathering the information from job cards, review the customer satisfaction level as determined in the procedure.

Customer satisfaction may be determined by;

- " Percentage of repeat business
- " Formal compliments and complaints
- " Surveys
- " Essendon Complete Trade Services Pty Ltd senior management networking
- " Purchase of products
- " Recommendations
- " Referrals

Periodic surveys of customer's requirements and expectations are central to our program for continuous improvements to meet our objectives.

Continual improvement is achieved through analysis of Essendon Complete Trade Services Pty Ltd policy, procedures and objectives, results of internal audits, corrective and preventive actions and non conformance reports.

Procedure [Customer Requirements](#)

### **8.2.2 Internal Audit**

The Quality System shall be audited on a regular basis according to an audit schedule. These audits shall be scheduled on the basis of the status and importance of the related activity. Only staff with sufficient audit experience and training shall be able to conduct independent internal quality audits.

The Audit Schedule is controlled by the Quality Representative and specifies the areas to be audited.

A standard checklist is provided for each part of the system to be audited. In addition, previous internal audit corrective actions will be audited to verify system integrity.

A report of audit findings, conclusions and recommendations shall be compiled and presented to the Managing Director. Where required, specific recommendations regarding corrective measures may be addressed and defined implementation period specified.

Procedure [Internal Audits](#)

### **8.2.3 Monitoring and Measurement of Processes**

The Essendon Complete Trade Services Pty Ltd shall constantly measure and monitor its performance against customer satisfaction and its quality objectives.

Essendon Complete Trade Services Pty Ltd shall inspect and test the product as required by the contract.

An external audit of the company's quality system will be performed annually by the certification auditing body, these audits may be varied as circumstances change.

### **8.2.4 Monitoring and Measurement of Product**

All critical product characteristics shall be measured against key performance indicators that ensure customer expectations are met.

Where any service or product does not comply with specifications it shall be identified as nonconforming and isolated for rework or disposal. Corrective actions shall be documented and undergo re-inspection after completion.

### **8.3 Control of Nonconforming Product**

Products that do not meet the required specification are controlled to ensure they are not inadvertently used or supplied. Such products shall be isolated for rework, regrading, disposal or acceptance by the customer.

Non-conforming products shall be identified, segregated and held to prevent unauthorised use, shipment or mixing with conforming product

All non-conformances are investigative and corrective or preventive actions, designed to eliminate the cause, or opportunities for improvement are taken and monitored for effectiveness. The Quality Representative shall maintain a register for all Non conformances and Corrective Action Reports.

Procedure [Corrective and Preventive Action](#)

## **8.4 Analysis of Data**

We will use statistical techniques where appropriate to measure the performance of our processes. The comments derived from these techniques will be used to improve our development capabilities, as well as indicate the suitability of our products and services with our customers' requirements.

All corrective or preventive action reports shall be examined in detail by the Management to identify the root cause of the problem, so that appropriate corrective action can be implemented that is aimed at removing the problem completely.

Procedure [Analysis of Data](#)

## **8.5 Improvement**

### **8.5.1 Continual Improvement**

The continual improvement process will improve the effectiveness of the Quality Management System.

These improvements are derived from but not limited to:

- " Auditing both internal and external
- " Analysis of data
- " Benchmarking
- " Non-conformance reports
- " Corrective and preventative action reports
- " Customer feedback
- " Networking
- " Review of policies and procedures
- " Staff suggestions
- " Action required reports
- " Quality leadership meetings
- " Management review

All improvements should be presented to the Managing Director.

Procedure [Management Responsibility](#)

### **8.5.2 Corrective Action**

Within the procedures, methods shall be maintained that ensure any significant deficiencies, customer complaints or non-conforming product are investigated at the earliest possible time to determine the cause. Where immediate corrective action is warranted, the responsible person shall take the appropriate action, particularly where continuation of a process or activity may add to the problem, or have the potential to do so.

The Managing Director, in conjunction the Office Manager and Customer shall make decisions regarding the final disposition of corrective action reports when applicable. Controls will be implemented to ensure regular reviews of our products, services and work processes are undertaken to allow preventive action to be taken.

Records clearly identifying the non-conforming product or service, the nature and extent of the corrective action and the agreed disposition shall be forwarded to the Managing

Director and held as a quality record.

Procedure [Corrective and Preventive Action](#)

### **8.5.3 Preventive Action**

It is the responsibility of the Managing Director to continuously monitor the work process, the quality management system and its documentation to ensure that the system is working smoothly. All quality problems, shall be brought to the Quality Leadership Team's attention for resolution or improvement where needed.

Potential problems reported for preventive action or ideas presented for improvement of the process or management system shall be recorded on the System Enhancement Request form.



## **QUALITY POLICY**

Essendon Complete Trade Services Pty Ltd is fully committed to supplying a Professional, High Quality Complete Trade Service to all Customers that will ensure the Company retains an Approved Supplier Status and Respected Image giving the Company a competitive edge in the Complete Trade Service.

The Management acknowledge the importance of offering Reliability, Prompt Response and Quality Work on all Services Supplied, by endorsing and supporting the implementation of a Quality Management System that conforms to the Requirements of Australian Standard AS/NZS ISO:9001:2000, "Quality Systems For Production And Installation".

All Employees are aware of the expectations and requirements of the Quality Management System and appreciate that their contribution and performance in carrying out job duties and customer liaisons is essential to the operation and maintenance of the System.

The Management recognises the need to stock and maintain complete inventories and material resources required to support the wide range of services performed by Essendon Complete Trade Services Pty Ltd.

The Management also recognises its responsibility under the Occupational Health and Safety Act 1985 to provide and maintain a safe and healthy work environment for employees, contractors, customers, and visitors.

This Manual describes the method of application and Maintenance of the Quality System at Essendon Complete Trade Services Pty Ltd.

SIGNED

LEIGH WILSON  
MANAGING DIRECTOR