

# Project Quality Management Plan

**Company Name:** ONJ SERVICES

**Company Address:** 7/2 The Gateway, Broadmeadows, Vic.

**ABN:** 72216341153

**Principal Contractor/Client Name:** John Milis

**Site Address:** <<site address>>

## Document Control

Copy Number:

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\_\_\_\_\_

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Signed

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Name (print)

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Date

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# Purpose and Preamble

## **Duty of Care under Work Health & Safety Legislation**

The Person Conducting a Business or Undertaking (PCBU) or person in control of a project or other workplace using this plan has the strict duty to review the site at which work is to be carried out and the nature of the activities to be carried out or performed.

This plan is not intended to substitute for specific legal Work Health and Safety (WHS) duty of care, but to enable WHS to be managed in a systematic manner.

A Project WHS Management Plan should be developed taking into account the WHS legal requirements, the circumstances specific to site conditions, any client requirements and company policy and procedures with respect to work health and safety.

All documents pertaining to WHS should be regularly reviewed and updated to reflect changes and/or updates to WHS legislation, regulations, codes of practice and company policy and procedures.

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# Document Control

ONJ SERVICES is responsible for:

- Completing the Project Quality Management Plan and providing a copy to the Principal Contractor before work commences on site.
- Maintaining an up to date version of the Project Quality Management Plan. All obsolete pages will be suitably marked or removed from points of use.
- Providing an updated copy to the Principal Contractor whenever changes occur.
- Reviewing the Project Quality Management Plan when there is a change and/or event affecting our work activity and at intervals of not more than one month to ensure it is up to date.

## Introduction

This document sets out the Quality management strategy to be adopted by ONJ SERVICES during the course of the electrical, communications and data work on the following project:

<<Clients Name>>

<<Site Address>>

<<Project Name>>

**Project start date:**

**Estimated duration of work (months):**

The document is not designed to replace the Schedule of Health, Safety, Quality & Environmental requirements as stated in the Special Conditions of Contract, but will be used to provide verification of the actions of ONJ SERVICES in relation to these requirements. The scope of work and special contractual and site requirements that should be noted for this project are identified in the following section.

This document and subsequent additions will be made available to the Principal Contractor for the purpose of auditing

ONJ SERVICES details are

Company Name: ONJ SERVICES

ABN: 72216341153

Company Address: 5/2 The Gateway, Broadmeadows, Vic..

The details of the ONJ SERVICES Site Manager/Supervisor are:

Name: John Milis

Phone: 1300000ONJ

Mobile: 0409429122

Our peak number of workers on the site will be: <<number>>

**ONJ SERVICES** intend to subcontract all or part of the works. The sub-subcontractors we intend to engage on this site are:

1. <<insert subcontractor>>
2. <<insert subcontractor>>
3. <<insert subcontractor>>
4. <<insert subcontractor>>

The above-mentioned subsubcontractors are rquired to provide Safe Work Method Statements (SWMS) for high risk construction work and **ONJ SERVICES** will review subcontractor SWMS for adequacy prior to work any commencing.

Sections of the Project Quality Management Plan may be “not applicable” to our scope of works and are therefore not completed. At any time during our subcontracted works where scope of works increases to become ‘applicable’, we will update the Project Quality Management Plan accordingly and advise the Principal Contractor immediately.

## **ONJ SERVICES Approval**

This Project Quality Management Plan has been approved for use by **ONJ SERVICES** Management Representative.

Name: **John Milis**

Position: **Director**

Date: <<date>>

(Electronic copies are not signed.)

## Scope Of Work And Special Requirements

The scope of work is detailed below.

Special contractual and site requirements are detailed in the contract. The bulk of WHS issues are covered elsewhere in this document but where special issues relate specific to the site or contract they may be noted below.

All special Quality requirements and issues are to be observed throughout the project. These safety requirements and issues are seen to be unusual or important to note.

**Scope of Works:** <<insert>>

**Special contractual safety requirements:** <<insert>>

**Special site safety issues:** <<insert>>

## Quality Management Policy

**ONJ SERVICES** is dedicated to the delivery and installation of product and services to our customer as agreed by contract: at a quality that meet or exceed our customer's expectation, to budget, in an efficient and timely manner, and fit for purpose.

In implementing our quality management systems we aim to enhance customer satisfaction by:

- Identifying the processes needed for the quality management system and their application throughout the organisation,
- Determining the sequence and interaction of these processes,
- Determining criteria and methods needed to ensure that both the operation and control of these processes are effective,
- Ensuring the availability of resources and information necessary to support the operation and monitoring of these processes,
- Monitoring, measure and analyse these processes, and
- Implementing actions necessary to achieve planned results and continual improvement of these processes and outcomes.

**ONJ SERVICES** is committed to ensuring that our management and workers are appropriately trained and committed to delivering a quality service to our customers.

## Management Responsibility

- The **ONJ SERVICES** Management representative in collaboration with the **ONJ SERVICES** project manager is responsible for administering the quality systems.
- The organisation Structure and responsibilities is provided in the HSEQ Management Manual and the Project WHS Management Plan.
- The quality management system is audited annually and the outcomes are reported at the management review meeting.
- The annual management review meeting assesses the suitability and effectiveness of the management system. The outcome of audits, monitoring, measurement and analysis are reviewed. This meeting is minuted.

## Resource Management and Training

- Training needs are assessed and planned so people understand requirements and are competent and capable of doing their work. Quality, environmental and WHS issues are addressed within the HSEQ Management Manual, via training, within SWMS specific to the task, as part of Tool Box Talks and Daily Pre-Start Meetings.
- Training procedures are detailed within the HSEQ Management Manual.
- Provision of resources viz, tools, equipment, infrastructure, information and the work environment required to assure safe and quality outcomes are identified and provided.

## Production Process Stages

1. Planning the job is through work/job sheets, risk assessment process and SWMSs.
2. Customer requirements is via the customer order which is reviewed to ensure that requirements are understood and that **ONJ SERVICES** has adequate resources to deliver to specification and on time.
3. To ensure that work conforms to specification and to relevant Australian Standards design control, **ONJ SERVICES** reviews and verifies the design stages. This is recorded.
4. Purchasing specifications for work and product is clearly communicated to ensure that the supplier understands what is required and they are capable of delivering to spec, on time.
5. Incoming product is inspected against the purchase order specification, which include references to applicable standards and inspection plans. Visual inspection confirms the product and quantity is to order and / or delivery docket. Sample inspection involves detailed inspection of one or more product to confirm suitability in application.
6. The workplace environment is confirmed a safe work place and provides protection of asset integrity.
7. Service provision occurs through appropriate information, instructions and test equipment being available with appropriate delivery and hand-over of the installation.
8. Measuring devices are calibrated and confirmed accurate prior to use and at appropriate intervals.

## Quarantining & Disposal of Non-Compliant Plant or Chemicals

Plant, chemicals or other product are inspected to purchase order specifications and where found to be non-compliant to purchase specifications or otherwise unsuitable for the intended application (damage, out of service etc) shall be clearly labelled indicating the issue or identifying date and the contact person. A traceable record is to be kept that identifies the issue and action. A single non-conformance/corrective action report may be used for several items affected by the same issue.

The labelling will effectively quarantine the product and where practicable the product will be placed in a designated quarantine area where one exists.

The product will be quarantined and the product's integrity protected until the appropriate disposition/removal is determined. Removal will typically include return, disposal, repair or replacement.



## Measurement, Analysis, Corrective Actions and Improvement

- Monitor customer satisfaction
- Conduct internal audits
- Control of non-conforming product or plant is through quarantine, return, dispose, repair or replacement
- Continual improvement ensures identification of issues or failures and timely resolution through corrective actions and preventive actions
- The Incident and Investigation Report and the Corrective Action Register can be used for these events.

### Important fields include:

1. Identification and summary of issue, failure, incident, injury, or non-conformance
2. Identification of the underlying or root causes
3. Immediate corrective action taken to address the issue
4. Improvement or corrective action to prevent a recurrence of the same - eg change to the procedure or the drawing or job spec that will help to stop the issue recurring  
Note, in the case of safety and environmental issues it is necessary to ensure that the resultant or residual risk of harm to persons or the environment is negligible and acceptable.
5. Evaluation of controls to confirm that the issue has been resolved and no further negative issues are present as a result of the corrective actions.

## Electrical Inspection, Testing and Servicing

Electrical work and servicing is undertaken under the WHS Regulations 2012 (SA), the AS/NZS 3000 Wiring Rules, the Electricity (General) Regulations 2012 (SA) and in accordance with the requirements of the relevant distribution network service provider.

Inspection and test is carried out to confirm compliance to work standards and safety requirements and to AS/NZS 3017 Electrical installation – testing and inspection guidelines, as appropriate. Results may be recorded on the electrical installation testing record sheet.

Where appropriate the results and outcomes are recorded on the Electrical Certificate of Compliance (ECC) by the responsible licensed electrician and copies distributed through the office. The customer copy may be given directly to the customer on do and charge jobs. The ECC is a confirmation that the installation has been checked and tested and is safe for connection to the electricity supply.

To achieve this, a qualified electrician carries out the following checks and tests, as appropriate:

1. **Visual Inspection** - is carried out whilst referring to a plan (to ensure a systematic check to pick up any omissions and to verify that the work complies with the requirements of the applicable standards).
2. **Earth Resistance and Continuity Tests** - this test includes the main earthing conductor, protective earth conductor and bonding conductor.
3. **Insulation Resistance Test** - this test is necessary to ensure that the insulation resistance between live parts/conductors and earth is adequate.
4. **Polarity Test** - used to ensure correct connection of active, neutral and earthing conductors.
5. **Correct circuit connections** - this test checks earthing conductors do not carry current during normal operation and no short circuit exists.

6. **Fault Loop Impedance** - measures the fault loop impedance of each circuit to verify the protective device will operate.
7. **Verification of RCD (residual current device) operation** - testing of RCDs is carried out to ensure that the RCD operates.

Note that in additions to inspection of work undertaken, AS/NZS 3099 promotes a routine of periodic inspection of existing installations.

## Essential Instruments for Electrical Testing

- Insulation resistance tester  
An insulation resistance tester, which maintains output of 500v dc (+20%, -10%) at 1M ohm, is recommended.
- Ohmmeter  
A digital ohmmeter (numerical readout) or an analogue ohmmeter (scale and pointer type), which indicates 2 ohms at not less than 25% of a scale is recommended.

## Equipment Checks

All electrical equipment is checked from time to time, and particularly after extended periods of storage, to ensure they remain operational and safe. Electrical testing equipment is to be calibrated in accordance with the manufacturer's recommendations.

Before undertaking any tests of equipment, ensure that the equipment is correctly set, functional and in good condition.

Instrument accuracy can be checked against a range of standard resistors eg 0.5, 1, 2, 20, 10K, 1M and 10M ohm.

Contact probes, test lamps and leads should be checked for damage to insulated parts, continuity and sound connections.

# Electrical Inspection and Test Plan

This document will be prepared where required on major projects and in accordance with client specifications where the level of risk involved is high.

Typically the inspection plans will specify the:

- standards against which inspection, testing and servicing will be conducted
- particulars of the inspection, testing and servicing programs
- responsibility for inspection, testing and servicing
- competencies required by persons conducting inspection, testing and servicing
- arrangements for identifying the test status of plant, equipment and materials
- requirements for the accuracy and calibration of testing equipment
- location where records are to be kept

## Auto Fire Detection and Alarms, Emergency and Exit Lighting Inspection and Test

Electrical contractors may be involved in the installation, maintenance and inspection of emergency lighting, exit lighting and fire/smoke/heat detection and alarms for both residential and commercial premises. These installations may require certifying in accordance with a “fire safety schedule” issued to the property owner by the Local Council or Fire Brigade. The “fire safety schedule” should be displayed in the building and it is appropriate that the electrical contractor obtains or sights a copy of the schedule to confirm work requirements.

The standards typically required are:

Measure	Standard of Performance
Automatic Fire Detection and Alarm System	Building Code of Australia
	AS/NZS 3786 Smoke Alarms
	Primary supply from external power source and has stand-by supply
Emergency Lighting	Building Code of Australia
	AS/NZS 2293.1 System Design – Installation and Operation
	AS/NZS 2293.2 System Inspection and Maintenance
Exit Signs	Building Code of Australia
	AS/NZS 2293.1 System Design – Installation and Operation
	AS/NZS 2293.2 System Inspection and Maintenance

At the completion of the building stage or periodically in accordance with the schedule and/or as requested by the developer/owner/agent, the electrical contractor will report and record satisfactory inspection and test to the required standard. It is the responsibility of the developer/owner/agent to complete, sign-off and submit (and display) the appropriate certificate or statement.