QUALITY MANUAL V5

NEXT REVIEW JUN 2023

QUALITY MANAGEMENT SYSTEM	
DOCUMENT REFERENCE:	NTS-Doc 03-QUALITY MANUAL
DATE OF ISSUE:	MAY 2017
AUTHORISED BY:	DIRECTOR
ISSUED BY:	
STATUS:	UNCONTROLLED WHEN PRINTED

AMENDMENT REGISTER AND REVISION LIST		
DATE	APPROVED BY	AMENDMENT DESCRIPTION
MAY 2017	DIRECTOR	NEW ISSUE
OCTOBER 2018	DIRECTOR	NEW ISSUE
SEPT 2019	DIRECTOR	REVISED TO MEET ISO 9001:2015
FEB 2020	DIRECTOR	REVISED TO INCORPORATE LENDLEASE REVIEW COMMENTS
MAY 2020	DIRECTOR	AMENDMENT TO ORGANISATIONAL CHART

DISTRIBUTION REGISTER			
VERSION	ISSUE DATE	PERSON ISSUED TO	POSITION
REV1	MAY 2017	BRENDON MURDOCK	DIRECTOR
REV 2	OCTOBER 2018	DENI MITEV	DIRECTOR
REV3	SEPT 2019	DENI MITEV	DIRECTOR
REV4	FEB 2020	DENI MITEV	DIRECTOR
REV 5	MAY 2020	DENI MITEV	DIRECTOR

GENERAL

Introduction

NT Scaffolds (NTS) is 100% Territory owned and is a commercial and industrial business focusing on scaffolding and access solutions.

NTS is recognised as a one-stop-shop for all scaffolding and access needs, providing Hire, Labour and Logistics for a variety of industries, including commercial, industrial, entertainment, Offshore/Onshore and Oil and Gas.

Scope & Exclusions

NT Scaffolds developed and implemented a Quality Management System in order to document the company's best business practices, better satisfy the requirements and expectations of its customers and improve the overall management of the company.

The Quality Management System of NT Scaffolds meets the requirements of the international standard ISO 9001:2015. This system addresses the design, development, and implementation of the company's services, including its deliverables herein referred to as the company's products.

The manual is divided into eight sections that correlate to the Quality Management System sections of ISO 9001:2015. Each section begins with a policy statement expressing NT Scaffolds obligation to implement the basic requirements of the referenced Quality Management System section. Each policy statement is followed by specific information pertaining to the procedures that describe the methods used to implement the necessary requirements.

This manual describes the Quality Management System, delineates authorities, inter relationships and responsibilities of the personnel responsible for performing within the system. The manual also provides procedures or references for all activities comprising the Quality Management System to ensure compliance to the necessary requirements of the standard.

This manual is used internally to guide the company's employees through the various requirements of the ISO standard that must be met and maintained in order to ensure customer satisfaction, continuous improvement and provide the necessary instructions that create an empowered work force.

This manual is used externally to introduce our Quality Management System to our customers and other external organisations or individuals. The manual is used to familiarize them with the controls that have been implemented and to assure them that the integrity of the Quality Management System is maintained and focused on customer satisfaction and continuous improvement.

Exclusions
NIL

Review

This manual will be reviewed yearly.

4. QUALITY MANAGEMENT SYSTEMS

4.1 General Requirements

NT Scaffolds has established, documented and implemented a Quality Management System (QMS) in accordance with the requirements of ISO 9001:2015. The system is maintained and continually improved through the use of the quality policy, quality objectives, audit results, analysis of data, corrective and preventive action and management review.

To design and implement the QMS NT Scaffolds has:

- Identified the processes needed for the QMS and their application throughout the organisation and documented them.
- Determined the sequence and interaction of these processes.
- Determined criteria and methods needed to ensure that the operation and control of the processes are effective.
- Ensured the continuing availability of resources and information necessary to achieve planned results and continual improvement of these processes
- Established systems to monitor, measure and analyse these processes, and
- Established processes to identify and implement actions necessary to achieve planned results and continual improvement of these processes
- NT Scaffolds manages these processes in accordance with the requirements of ISO 9001:2015.
- Where NT Scaffolds chooses to outsource any process that affects product conformity, they ensure control over such processes.

4.2 Documentation Requirements

4.2.1 General

The QMS documentation includes:

- A documented Quality Policy and Quality Objectives
- This Quality Manual
- Documented Procedures
- Documents identified as needed for the effective planning, operation and control of our processes, and
- Quality Records

4.2.2 Quality Manual

This Quality Manual has been established and maintained and includes:

- the scope of the QMS, including details of and justification for any exclusions;
- documented procedures or reference to them; and
- a description of the sequence and interaction of the processes included in the QMS

This Manual is a controlled document.

4.2.3   Document Control

All of the QMS documents are controlled according to the Document Data & Records Procedure (Pro 05). This procedure defines the process for:

- Approving documents for adequacy prior to issue
- Reviewing and updating as necessary and re-approving documents
- Ensuring that changes and current revision status of documents are identified
- Ensuring that relevant versions of applicable documents are available at points of use
- Ensuring that documents remain legible and readily identifiable
- Ensuring that documents of external origin are identified and their distribution controlled, and
- Preventing the unintended use of obsolete documents and to apply suitable identification to them if they are retained for any purpose

4.2.4   Control of Records

Quality records are maintained to provide evidence of conformity to requirements and of the effective operation of the QMS. The records are maintained according to the Document Data & Records Procedure (Pro 05). This procedure requires that quality records remain legible, readily identifiable and retrievable. The procedure defines the controls needed for identification, storage, protection, retrieval, retention time and disposition of quality records.

5.   MANAGEMENT RESPONSIBILITY

5.1   MANAGEMENT COMMITMENT

NT Scaffolds Management has been actively involved in implementing the quality management system (QMS). It has provided the vision and strategic direction for the growth of the QMS, and established quality objectives and the quality policy.

To continue to provide leadership and show commitment to the improvement of the QMS, management will do the following:

- Communicate the importance of meeting customer, statutory, and regulatory requirements.
- Establish quality objectives
- Establish the quality policy.
- Conduct management reviews.
- Ensure the availability of resources.

5.2   CUSTOMER FOCUS

NT Scaffolds strives to identify current and future customer needs to meet customer requirements and exceed customer expectations.

 NT Scaffolds Management ensures that customer requirements are understood and met, by requiring compliance with documented customer communication procedures. Customer requirements are determined, converted into internal requirements, and communicated to the appropriate people in our organisation

5.3   QUALITY POLICY

The Quality Policy will be communicated to all staff, customers and stakeholders.   Management and staff are committed to meeting and exceeding our customer and stakeholder requirements through maintaining a culture of continuous improvement.

5.4   PLANNING

5.4.1   Quality Objectives

Quality objectives are established to support our organisation's efforts in achieving our quality policy and reviewed annually for suitability. Objectives have been established for the Administrative Staff and for all Project Teams. Quality objectives are measurable, and reviewed against performance goals at each management review meeting.

5.4.2   Quality Management & System Planning

The quality system has been planned and implemented to meet our quality objectives and the requirements of 4.1 of the ISO 9001 standard. Quality planning takes place as changes that affect the quality system are planned and implemented.

5.5   RESPONSIBILITY, AUTHORITY & COMMUNICATION

5.5.1   Organisational Structure

An organisational chart has been established to show the interrelation of personnel in the organisation. Job descriptions define the responsibilities and authorities of each of the positions on the organisational chart. Job descriptions and the organisational chart are reviewed and approved by top management for adequacy. These documents are available throughout the organisation to help employees understand responsibilities and authorities.
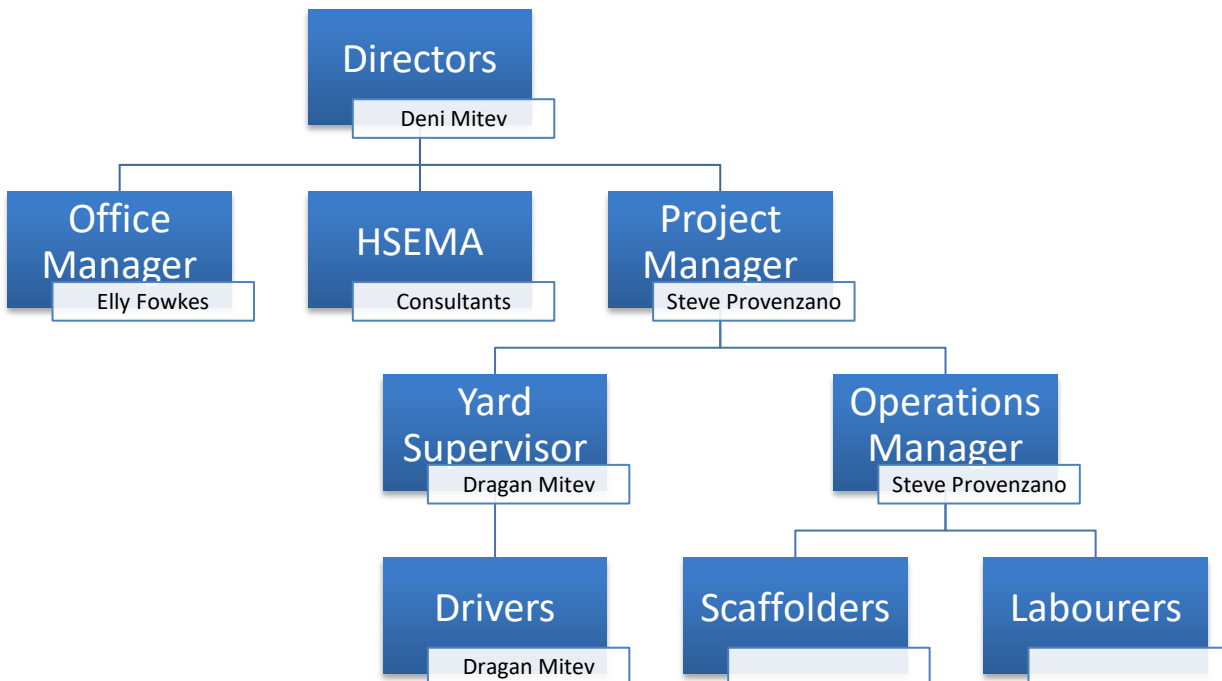
5.5.2 Roles and Responsibilities

				QUALITY MANAGEMENT SYSTEM RESPONSIBILITY
DIRECTOR				Establish Overall Direction (intended outcomes)
				Develop Quality Policy and ensure it is understood and communicated within organization and sub-contractors
				Allocate management responsibility for systems development, maintenance and implementation
				Report to top management on the performance of the quality management system, and note needed improvements
				Develop Quality Objectives and Processes
				Consider Quality aspects during the design process
				Monitor and Review the overall management system performance
				Promote awareness of customer requirements throughout the organisation
	OFFICE MANAGER			Assist Director to enable them to improve Management systems
				Oversee the document structure and control the records
				Management of Financial resources
				Ensure Fulfilment of compliance obligations at site
				Develop and maintain accountability processes
		PROJECT MANAGER/ SUPERVISOR		Promote Continual Improvement
				Identify Customers expectations
				Identify requirements for suppliers and criteria for procurement
			HSEMA AND 3rd PARTY ENGINEERING CONSULTANT	Offer Management QMS advice and contribute toward KPI's reporting
				Review the Operation of the QMS
				Conduct External QMS Audits
				Verification of Scaffold Designs by 3rd Party Engineering Designs
			EMPLOYEES & SUBCONTRACTOTRS	Comply with Quality and security requirements
				Comply with company policies, procedures, standards and instructions
				Report non-conformances, hazards and incidents to the Supervisor
				Actively participate in trainings, meetings and/or other awareness measures

5.5.3   Internal Communication

Processes are established for communication within the organisation. Methods of communicating the effectiveness of the QMS include department and management meetings, management review, circulation of minutes of management review meetings, Internal Audit Closing meetings, and other routine business communication.

5.6   MANAGEMENT REVIEW

5.6.1   General

Senior Management of NT Scaffolds will review its QMS at planned intervals (at least annually) to ensure continuing suitability, adequacy and effectiveness. This review will evaluate the need for changes to the QMS, including NT Scaffolds Quality Policy and Quality Objectives.

5.6.2   Review Input

Assessment and review of the QMS will be based on information inputs such as:
- audit results / findings
- follow-up actions from previous management reviews
- customer feedback
- corrective and prevention actions
- opportunities for improvement
- legislative changes
- product changes

5.6.3   Review Output

Decisions and actions from management review of the QMS will be used to:
- improve the effectiveness of the QMS and its processes;
- improve product and service related to customers and their requirements; and
- identify resource requirements.

6.   RESOURCE MANAGEMENT

6.1   PROVISION OF RESOURCES

NT Scaffolds has implemented a Quality Management System that complies with the ISO 9000: 2008 standard. This implementation was achieved with management commitment and with sufficient resources for the implementation. To effectively maintain and continually improve the system, management determines and provides necessary resources.
Resource management is an agenda item discussed during the 6 monthly Management Review Meeting, where personnel and training needs and competency evaluations are reviewed.

6.2   HUMAN RESOURCES

6.2.1   General

Inductions are held upon recruitment and are signed in recognition of completion.

Personnel who are assigned responsibilities directly or indirectly affecting conformity to service (product) requirements are determined to be qualified and competent based on education, training, observed skills, and experience.

6.2.2   Competence, Training and Awareness

NT Scaffolds ensures that all personnel are competent and applicable to the task they are performing. Employees will be provided WHS and QMS training to ensure as a minimum they have the right knowledge and skills necessary to:

- understand the company policy and follow safe work instructions.
- Identify and control workplace hazards and non-conformances.
- Follow emergency response procedures.
- Provide high level of services to ensure customer positive feedback.

All employees have the training and skills needed to meet their job requirements. The type and level of training provided to employees is position specific and highlighted in the Personnel and Competency register. The training is updated and maintained by Office Manager.

Personnel performing specific assigned tasks are qualified on the basis of appropriate education, training, observed skills, and experience, as required. The competency of staff is evaluated and if they are deemed competent then they are allowed to work independently.

Training is provided either on or off the job, internally or externally, as appropriate. The ongoing effectiveness of training is periodically assessed by observation, proficiency testing or other appropriate means.

New employees will be supervised by a competent person with the aim of providing guidance, advice or other information during their initial probation period.

Where works have the need to a licence, copies of workers licences will be taken and checked at time of induction before they commence working. All licences and competencies will be update in the Personnel and Competency register and periodically check for expiry and validity.

Where a licence is not required a competence assessment will be conducted and signed off by a competent supervisor.

The Supervisor and/ or WHS Officer will ensure the necessary inductions are provided.

6.3   INFRASTRUCTURE

Management is responsible for providing an adequate infrastructure and work environment.

The required infrastructure and resources include:
- Building facilities
- Work space
- Associated facilities
- Process equipment
- Information Systems
- Communication
- Transport

Our IT Provider maintains and upgrades computer systems and networks.

Operational / Project Managers have the responsibility to ensure that the equipment, personnel and services required to perform job duties are available.

6.4 WORK ENVIRONMENT

Management will ensure that appropriate human and physical factors of the work environment are considered and provided. For example:

- building environmental controls including such factors as noise, temperature, lighting etc;
- maintaining a positive working atmosphere among employees by using recognition, communication and development programs; and
- maintaining facilities in a safe and healthy manner.

7. PRODUCT REALISATION

7.1 PLANNING OF PRODUCT REALISATION

Quality planning is required before new services, products or processes are implemented. The quality planning may take place as a design project, or according to the Planning of Product Realisation procedure. During this planning, management or assigned personnel identify:

- The quality objectives and requirements for the product,
- Processes, documentation and resources required
- Verification, validation, monitoring, inspection and test requirements, and
- Criteria for product acceptance

The output of quality planning includes documented quality plans, processes, procedures and design outputs.

7.2 CUSTOMER-RELATED PROCESSES

7.2.1 Determination of Requirements Related to the Product

Any documentation from the customer that authorises work is a customer's contract by definition for this section of the QMS.

Product requirements are determined, to include:

- Requirements specified by the customer, including requirements for delivery and post-delivery activities,
- Requirements not stated by the customer, but necessary for specified or intended use, where known,
- Statutory and regulatory requirements related to the product, and
- Any additional requirements determined by NT Scaffolds.

7.2.2 Review of Requirements Related to the Product

Orders are reviewed prior to the commitment to supply a product to the customer to ensure that:

- Product requirements are defined;
- Contract or order requirements differing from those previously expressed are resolved, and

- NT Scaffolds is able to meet customer requirements.

Records of the results of the review and any associated actions are maintained. When the customer provides no documented statement of requirements (as with verbal orders), the customer requirements are confirmed before acceptance.

Change orders and amendments are processed and reviewed using the same procedures that apply to the processing of initial orders. Change orders are communicated to all functions within the organisation that may be affected by the change of customer requirements.

7.2.3 Customer Communication

NT Scaffolds will determine and implement effective arrangements for communication with customers in relation to product information, inquiries, contracts, order handling, amendments, customer feedback and complaints.

Arrangements for communicating with customers regarding inquiries and order handling are defined in Operational Procedure Review of Requirements Related to the Product.

7.3 DESIGN AND DEVELOPMENT

7.3.1 Design and development planning

The design and development procedure outlines the process for controlling the design and development process. The Project Team plans design and development according to this procedure.

The design plan includes:
- Design and development stages
- Required design reviews

7.3.2 Design and development inputs

Inputs relating to product requirements are determined and documented according to the Design and Development procedure. All inputs are reviewed for adequacy and completeness, and to resolve any ambiguous inputs. Inputs include:
- Functional and performance requirements
- Applicable statutory and regulatory requirements
- Where applicable, information derived from previous similar projects
- Other requirements essential for design and development

7.3.3 Design and development outputs

Outputs of design and development are documented in a format that enables verification against the inputs, and are approved prior to release. Outputs:
- Meet the input requirements
- Provide appropriate information for purchasing, production and for service provision
- Contain or reference product acceptance criteria
- Specify the characteristics of the product that are essential for its safe and proper use.

7.3.4 Design and development review

The design plan specifies suitable stages of the project to conduct design and development review. Reviews take place according to the design and development procedure; results of design review are recorded in minutes of the design review meetings which are maintained as a quality record. Design reviews:

- Evaluate the results of design and development activities and determine if they fulfil requirements
- Identify any problems and propose necessary actions
- Include representatives of functions concerned with the design and development stage being reviewed

7.3.5 Design and development verification

Design verification is planned and performed to ensure that the design and development outputs have satisfied the design and development input requirements. Records of the results of the verification and any necessary actions are maintained.

7.3.6 Design and development validation

Design and development validation is performed according to the design plan to ensure that the resulting product is capable of fulfilling the requirements for the specified or known intended use or application. Validation is completed prior to delivery whenever practicable. Records of the validation activities are maintained.

7.3.7 Control of design and development changes

The design and development procedure defines a process for identifying, recording, verifying, validating and approving design changes. The review of design and development changes includes an evaluation of the effect of the changes on constituent parts and delivered product. Records are maintained to show the results of the review and any necessary actions identified during the review.

7.4   PURCHASING

7.4.1   Purchasing Process

A documented procedure is followed to ensure that purchased product conforms to the specified purchase requirements. The procedure outlines the extent of control required for suppliers. Suppliers are evaluated and selected based on their ability to supply product in accordance with requirements as outlined in the procedure. Criteria for selection, evaluation and re-evaluation are documented in the procedure. Records of the evaluation and any necessary actions are maintained as quality records.

7.4.2   Purchasing Information

Purchasing information describes the product to be purchased, including where appropriate:

- Requirements for approval of product, processes and equipment
- Requirements for qualification of personnel
- Quality management system requirements

The purchasing documents are reviewed to ensure the adequacy of requirements before orders are placed with the supplier.

7.4.3   Verification of Purchased Product

The Purchasing procedure describes the process used to verify that purchased product meets specified purchase requirements. If NT Scaffolds or the customer will perform verification at the supplier's premises, the verification arrangements and method of product release are documented in the purchasing information.

7.5   PRODUCTION AND SERVICE PROVISION

7.5.1   Control of Production and Service Provision

NT Scaffolds plans and carries out production and service provision under controlled conditions according to documented procedure. Controlled conditions include, as applicable:

- The availability of information that describes the characteristics of the product
- The availability of work instructions
- The use of suitable equipment
- The availability and use of monitoring and measuring devices
- The implementation of monitoring and measurement
- The implementation of release, delivery and post-delivery activities

7.5.2   Validation of Processes for Production and Service Provision

NT Scaffolds will validate any processes for production and service provision where the resulting output cannot be verified by subsequent monitoring and measurement. This includes any processes where deficiencies become apparent only after the product is in use or the service has been delivered.

Validation will demonstrate the ability of the processes to achieve planned results.

NT Scaffolds will make arrangements for these processes including, as applicable:
- Defined criteria for review and approval of the processes,
- Approval of equipment and qualification of personnel,
- Use of specific methods and procedures, requirements for records ,and
- Revalidation

7.5.3   Identification and Traceability

Where appropriate, NT Scaffolds will identify the product by suitable means throughout product realisation.

NT Scaffolds will identify the product status with respect to monitoring and measurement requirements.

Where traceability is a requirement, NT Scaffolds will control and record the unique identification of the product.

7.5.4   Customer Property

NT Scaffolds exercises care with customer property while it is under the organisation's control or being used. A procedure outlines the Identification, verification, protection and safeguarding of customer property provided for use. If any customer property is lost, damaged or otherwise found to be unsuitable for use, this is reported to the customer and records maintained.

7.5.5   Handling, Storage and Delivery of Products

NT Scaffolds will preserve the conformity of the product during internal processing and delivery to the intended destination. The preservation will include identification, handling, packaging, storage and protection. Preservation will also apply to the constituent parts of the product.

7.6   CONTROL OF MONITORING AND MEASURING EQUIPMENT

NT Scaffolds will determine the monitoring and measurement devices to be undertaken and the monitoring and measure devices needed to provide evidence of conformity of product to determined requirements NT Scaffolds will establish processes to ensure monitoring and measurement can be carried out and are carried out in a manner that is consistent with the monitoring and measurement requirements.

Where necessary to ensure valid results, measuring equipment will be:

- Calibrated and verified at specific intervals, or prior to use, against measurement standards traceable to international or national standards; where no such standard exist, the basis used for calibration or verification shall be recorded;
- Adjusted and re-adjusted as necessary;
- Identified to enable the calibration status to be determined;
- Safeguarded from adjustments that would invalidate the measurement result;
- Protected from damage and deterioration during handling, maintenance and storage.

NT Scaffolds will assess and record the validity of the previous measuring results when the equipment is not found to conform to requirements. The organisation will take appropriate action on the equipment and any product affected. Records of the results of calibration and verification shall be maintained.

When used in monitoring and measurement of specified requirements, the ability of software to satisfy the intended application will be confirmed. This will be undertaken prior to initial use and reconfirmed as necessary.

8.   MEASUREMENT, ANALYSIS AND IMPROVEMENT

8.1   GENERAL

To ensure conformity and achievement of continual improvement, NT Scaffolds implements measurement and monitoring activities to assure product quality and service improvement is planned, and statistical techniques are used for analysing measurement data.

8.2   MONITORING AND MEASUREMENT

8.2.1   Customer Satisfaction

NT Scaffolds goal is to give excellent products and services to our customers. Customer satisfaction and/or dissatisfaction are a measurement of the performance of our QMS. We recognise that things can occasionally go wrong and aim to resolve all of our customers' problems fairly, promptly and efficiently.

Customer satisfaction is monitored through complaints and positive feedback and are reviewed and reported upon at Management Review Meetings.

8.2.2 Internal Audit

Internal quality audits are planned, scheduled and undertaken by the QHSE Representative on the basis of the status and importance of the activity to be audited.

The results of internal audits are documented and brought to the attention of key personnel having responsibility for the area audited.   Operational / Project Management responsible for the area must take timely corrective action on the deficiencies found during the audit.

Follow-up activities verify and record the implementation of the corrective action, report the verification results, and close out the audit.   Subsequent audits verify the effectiveness of the corrective actions taken.

Results of internal audits and the corrective action are submitted for management review and analysed to identify possible emerging trends and to determine effective preventative actions.

8.2.3 Monitoring and Measurement of Processes

NT Scaffolds applies suitable methods for measurement and monitoring of processes necessary to meet customer requirements. Methods are determined by Management and the QHSE Representative to confirm the ability of each process and its intended purpose and are determined by   process control checks, feedback, and other methods.

8.2.4 Monitoring and Measurement of Product

NT Scaffolds has established and maintains records that provide evidence that equipment has been inspected and/or tested and calibrated. These records show clearly whether the equipment has passed or failed according to defined acceptance criteria. Where the equipment fails to pass any inspection, the process defined in the Monitoring and Measurement Procedure is followed.

NT Scaffolds does not proceed with product release and service delivery until satisfactorily completed, unless otherwise approved by a relevant authority and, where applicable, by the customer.

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

Products are monitored and measured to verify that requirements are met. This verification is carried out at appropriate stages in the product realisation process in accordance with the planned arrangements.

8.3   CONTROL OF NONCONFORMING PRODUCT

NT Scaffolds ensures that products provided which does not meet requirements is identified, controlled where possible to prevent unintended use or delivery to the customer, and corrected if it has been delivered.

The controls and related responsibilities and authorities for dealing with nonconforming product are defined in the Control of Nonconforming Product procedure.

8.4   ANALYSIS OF DATA

NT Scaffolds collects and analyses appropriate data to determine the suitability and effectiveness of the QMS and to identify improvements that can be made.

The data is analysed to provide information on:
- customer satisfaction and/or dissatisfaction;
- conformance to customer requirements;
- characteristics of processes, product and their trends;

- performance of suppliers.

Data relating to customer satisfaction, product conformance, process conformance and supplier performance are analysed during Management Review meetings, and, where opportunities arise, preventative actions are formulated and implemented.

8.5   IMPROVEMENT

8.5.1   Continual Improvement

NT Scaffolds has established and maintains documented Corrective Action and Preventive Action procedures for eliminating causes of nonconformity to prevent recurrence.

NT Scaffolds facilitates the continual improvement of the QMS through the use of the quality policy, objectives, audit results, analysis of data, corrective and preventive action and management review.

8.5.2   Corrective Action

NT Scaffolds takes corrective action to eliminate the cause of identified nonconformities in order to prevent recurrence. Corrective actions are appropriate to the impact of the problems encountered.

Corrective Actions are recorded on the Corrective Action Notice and entered on to the Corrective Action Tracking Log. Corrective Actions are monitored by the Quality Representative who shall review the tracking log six (6) monthly and sign to verity that is has been reviewed and prepare a report for presentation at the Management Review Meeting.