



Botany Cranes Quality Management Plan

REGISTER OF AMENDMENTS					
Rev. No.	Date	Details	Prepared By	Checked By	Approved By
1	15.02.16	Original Issue	RH	RH	DG
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QMP 001 - Company Details and Introduction

Organisation Details	
Trading Name:	BOTANY CRANES & FORKLIFT SERVICES
ABN	83162834433
ACN	162834433
Managing Director	Damian Griffiths
Company QA Manager	Rhonda Hodges
Address	15 Hale Street Botany NSW 2019
Phone	02 9666 6366
Mobile	0404 458 555
Email	rhonda@botanycranes.com.au

This Business Management System supports the structure of the Botany Cranes business plan. The Business Management System consists of a Quality Management Plan, a Safety Management Plan and an Environmental Management Plan and all the associated policies, procedures and forms to drive these plans.

This Quality Management Plan has been prepared to provide the Employees and clients of Botany Cranes with a plan of how the quality system will be administered for all works to be undertaken.

This document details the procedures that need to be followed to ensure that all works are in accordance with the contract documents.

The table below identifies the designed person responsible for the management of quality:

Name	Contact Details
Rhonda Hodges	02 9666 6366

QMP 002 - Management System

Botany Cranes

- Maintains an up to date version of this Quality Management Plan.
- Retains all obsolete pages of the plan as per Section 6 - Document Control Procedure
- Provides a copy of the current version of the Plan to the principal contractor as required.
- Reviews the Plan as required to maintain its currency.
- Ensures all amendments to the Plan are recorded in the Register of Amendments.
- Encourages the principal contractor to utilise the current quality plan for audit purposes.

Distribution Register			
QMP No.	Date of Issue	Name of Recipient	Position/Organisation

QMP 003 - Quality Policy

At Botany Cranes our commitment to quality is part of the business.

This is achieved through:

- complying with Statutory Requirements, Codes, Standards and Guidelines;
- setting up a Quality Management System with the aim of reducing defective work and achieving
- Defining Roles and Responsibilities for Managing Quality.

Strategies will include:

- Providing ongoing education and training for all of our Employees;
- Consulting with employees and other parties to improve decision-making on quality matters;
- Ensuring non-conformances are investigated and lessons are learnt within the organisation;
- Distributing Quality Assurance information, including this policy, to all Employees and interested parties;
- Provide enough resources to ensure Quality Management is a central part of the organisation;
- Ensuring that all non compliances with the Quality Requirements are logged and documented in accordance with the requirements set out in this plan.

Damian Griffiths

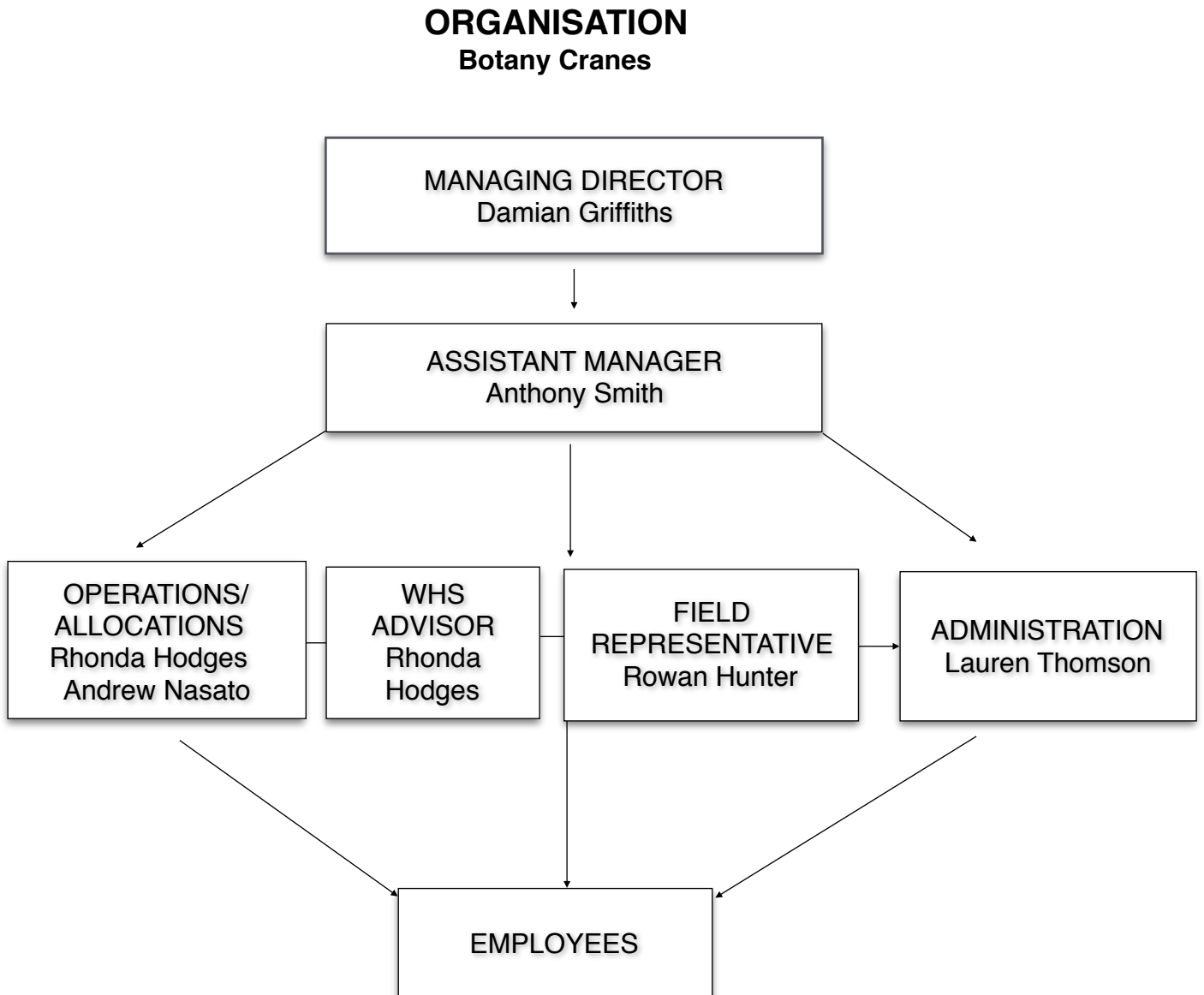
Managing Director

Signature: 

Date 15.02.2016

QMP 004 - Roles and Responsibilities

Botany Cranes Management structure is as shown below:



ROLES AND RESPONSIBILITIES

MANAGING DIRECTOR

The Managing Director is responsible for quality at the workplace and the duties include:

- implementing the Quality Management Plan;
- organisation of on-site personnel with regard to their responsibilities within the Quality System;
- Identify key quality risks and opportunities to ensure high quality outputs;
- communicating with the principal contractor to reduce quality risks;
- being a part of the planning stages of service requirements;
- ensure that all staff under their control have adequate training for the work to be carried out;
- ensure that all staff under their control have adequate equipment to carry out the works;
- periodic audits of their quality control processes;
- manage non-conformances and initiate corrective action as required;
- manage defects on site to reduce the number of defects at completion;
- leading by example and promoting sound quality practices at every opportunity;
- reviewing quality reports and inspections, and following up on recommendations;
- regular attendance at on-site meetings to ensure quality related issues are raised for review.

ASSISTANT MANAGER

The Assistant Manager is responsible for quality at the workplace and duties include:

- implementing the Quality Management Plan;
- understand the requirements of the contract and ensure the works are delivered in accordance with the contract, i.e. specifications, scope of works, etc.;
- providing advice and assistance on quality matters to employees;
- decide when training on quality and health and safety is required;
- undertake inspection of the contracted or planned works to ensure that quality control measures are implemented and effective;
- ensure that all defects and incidents are identified and the HSQ Manager is informed;
- lead by example and promote sound quality and safety practices at every opportunity;
- regular attendance at on-site meetings to ensure quality and safety related issues are raised for review;
- other quality related duties as directed by the Managing Director.

FIELD SUPERVISOR

The Field Supervisor is responsible for quality at the workplace and duties include:

- implementing the Quality Management Plan;
- understand the requirements of the contract and ensure the works are delivered in accordance with the contract, i.e. specifications, scope of works, etc.;
- providing advice and assistance on quality matters to employees;
- decide when training on quality and health and safety is required;
- undertake inspection of the contracted or planned works to ensure that quality control measures are implemented and effective;
- ensure that all defects and incidents are identified and the HSQ Manager is informed;
- lead by example and promote sound quality and safety practices at every opportunity;
- regular attendance at on-site meetings to ensure quality and safety related issues are raised for review;
- other quality related duties as directed by the Managing Director.

HSEQ MANAGER

The Quality Manager is responsible for quality at the workplace and duties include:

- implementing the Quality Management Plan;
- understand the requirements of the contract, i.e. specifications, scope of works, etc.;
- if required by the contract undertake a detailed review of the projects documentation that make up the requirements of the contract and prepare a detailed Schedule of Scope Deliverables that shall form the basis of the contractors Inspection & Test Plan (ITP) process and records
- provide advice and assistance on quality matters to employees;
- decide when training on quality and health and safety is required;
- ensure that all defects and incidents are identified, actioned and closed out;
- lead by example and promote sound quality and safety practices at every opportunity;
- regular attendance at on-site meetings to ensure quality and safety related issues are raised for review;
- lead the process on behalf of the contractor through quality and safety audits.
- maintenance of project specific registers, forms and checklists/ITPs;
- coordinate Return to Work activities as required.
- other quality related duties as directed by the Managing Director.

ALLOCATOR

The Allocator is responsible for quality at the workplace and the duties include:

- implementing the Quality Management Plan;
- understand the requirements of the contract and ensure the works are delivered in accordance with the contract, i.e. specifications, scope of works, etc.;
- ensure work is programmed in order to best fulfil the client's requirements;
- ensure work is programmed to best utilise available equipment;
- decide when training for individuals is required;
- ensure that all defects and incidents are identified and the HSQ Manager is informed;
- other duties as directed by the Managing Director.

QMP 005 - Training and Competency

Having regard to the roles, responsibilities and the quality requirements for our work activities. Botany Cranes has assured that all employees are trained and competent to perform all works in accordance with their role requirements.

The Training Register contains all the qualifications held by our employees and their current verification of competency tickets. Refer W21

QMP 006 -Document Control Procedure

The document control procedure applies to Botany Cranes & Forklift Services (BCFS) documentation for the management of the Business Management System. This will include:

- Policies
- Procedures
- Forms
- Lift Plans
- Correspondence
- Retention of Records
- Superseded Documents

The Managing Director will nominate the position that will be responsible for controlling the company's documentation.

Policies

All policies will have the prefix "POL" which will be followed by the policy number and revision number. The revision date will also be shown on the document.

Procedures

All procedures will have the prefix "PRC" which will be followed by the procedure number and revision number. The revision date will also be shown on the document.

Forms

All forms will have the prefix "FRM" which will be followed by the form number and revision number. The revision date will also be shown on the document.

Lift Plans

Further to issuing or receiving lift plans (approved, rejected, or approved with comments) and acting on all transmitting information within the time parameters provided. Botany Cranes will number each lift plan with the Job Number, the plan number and the date issued (year month day) e.g.12345/150216

Correspondence

All correspondence will be numbered with the job number and the date issued (year month day) e.g 12345/150216

Retention of Records

Botany Cranes will comply with all client requirements for the retention of records as per the contract, and any legislative requirements. All documents associated with a job number are scanned and saved in "SimPro" under that job number. All documents relevant to the crane fleet are scanned and saved on the server in "FLEET"- "Crane Folders"- "Unit No". As well as being scanned an attached to the Crane folder in "SimPro" - "Utilities"- "Crane"- under relevant "Unit No".

All wages information is recorded on "Zero" as is all the accounts information. All time sheets are scanned to the server. All medical reports and workers compensation information is scanned to the server. All other records are kept in hard copy, labelled and filed in the BCFS office.

Superseded Documents

Superseded documents will be withdrawn from the document register and entered into the Superseded Documents Register with the document number and revision number on the document. If the document is to be replaced, this will be done with the next revision number for that document.

QMP 007 - Subcontracted Works

Organisation Details	
Business/Trading name	
ACN/ABN	
Contract Job Number	
Director/Manager	
Address	
Phone	
Mobile	
Email	

SUBCONTRACTED EMPLOYEES

Are responsible for the following:

- complying with the Quality Management Plan;
- reporting all incidents/non-conformances to the Field Supervisor;

Signed by : _____ Date: _____

QMP 008 - Quality System Audits

Botany Cranes reviews all quality policies and procedures on a regular basis to determine the effectiveness of the Quality Management Plan in addressing quality in the workplace.

The criteria for audits of the Quality System can be based on the following documents;

- Quality Management Plan
- Health and Safety Management Plan
- Policies
- Procedures
- Safe Work Method Statements
- Behavioural Observations

QMP 009 - Equipment Inspections

Botany Cranes carries out regular inspections and maintenance of all equipment that requires regular inspections. Refer PRC.5-1

All cranes are inspected by CraneSafe annually and issued with a registration certificate containing a registration number.

Any lifting equipment found to be damaged is to be removed from service until the equipment has been rectified and recalibrated. Calibration certificates are issued at the time of purchase of the lifting equipment. Botany Cranes ensures lifting equipment is inspected at a 3 monthly interval in accordance with the relevant standard and manufacturer's recommendations. The inspection and maintenance history of each item is documented.

Equipment identified will be logged in a register showing the equipment's serial number, date inspected and the date of the next inspection. External certificates meeting national and industry standards are held at the Botany Cranes office.

Where equipment is hired or is used by subcontractors, the same requirements apply.

QMP 010 - Procedure for Non-Conforming Events

Non-Conformances

Non-conforming actions can present as any of the following events:

- Near Miss
- Injury
- Equipment Damage/Loss
- Service Non-conformance
- System Non-conformance
- Customer Complaint
- Process Improvement

Any of the above events issued by the client or internally by Botany Cranes will be closed out using Event Report Form FRM.10-1. Proposed corrective actions will be issued to all shareholders for approval prior to commencing rectification. Non-conformances will be rectified in a timely fashion and as stipulated in the Event Report.

The following steps form the Event Report:

- Identify the type of event as described above. The event can be multiples of these.
- Description of the works in progress at the time of the event.
- Description of the event that prompted the report.
- Identify the potential losses arising from the event. These can be fatalities, serious injuries, equipment damage, environmental damage, financial losses, companies perception in the market etc.
- Safety or environmental systems in place at the time of the event. These can be SWMS, JSRA, induction, special site requirements or other instructions.
- Actions taken to prevent a reoccurrence of the event. This can be readily identifiable in some cases or there may be an investigation required to determine preventative actions. If an investigation is required it is to be completed on Incident Investigation Report FRM.11-1.
- Determine if a change to the SWMS is required based on the preventative actions that have been determined.
- Review the JSRA to ensure it was adequate to undertake the work.
- The completed Event Report is to be reviewed by Senior management and signed off as approved.
- At this point it is to be determined if a safety alert is to be issued to communicate the outcomes of the report.

The report can be closed out once the above actions have been completed and the report has been forwarded to the HS Manager.

QMP 011 - Handling, Storage and Protection of Materials, Products and Work.

The handling and storage of all equipment whether on site or off site, will be controlled to prevent misuse, abuse, damage, deterioration or loss.

All equipment will be clearly identified and stored in such a way that damage and deterioration can be minimised.

All crane positioning and set ups are to be done to eliminate any damage to the clients property or the environment.

QMP 012 - Quality Records & Certificates

Botany Cranes will provide the following documentation at the completion of each days work:

Daily Work Docket

Job Site Risk Analysis (JSRA)

QMP 013 - Appendix

DOCUMENT REGISTER

POLICIES

POL.1-1 Quality Policy
POL.2-1 Health & Safety Policy
POL.3-1 Environment Policy

PROCEDURES

PRC.1-1 COD Procedure
PRC.2-1 Evacuation Procedure
PRC.3-1 Event Reporting Procedure
PRC.4-1 First Aid Procedure
PRC.5-1 Lifting Gear Inspection Procedure
PRC.6-1 Lifting Gear Register Procedure
PRC.7-1 Powered Mobile Plant Procedure
PRC.8-1 Protection From Falling Objects Procedure
PRC.9-1 Return to Work Procedure
PRC.10-1 Risk Assessment Procedure
PRC.11-1 Manual Handling Procedure
PRC.12-1 Subcontractor Management Procedure
PRC.13-1 Overhead Powerlines Procedure
PRC.14-1 New Employee Procedure
PRC.15-1 Behavioural Observation Procedure
PRC.16-1 Working at Heights Procedure
PRC.17-1 Work Box Procedure
PRC.18-1 Fitness for Work - Fatigue Management
PRC.19-1 Risk Management Plan - Handling Refrigerant

FORMS

FRM.1-1 Document Revision Register
FRM.2-1 Personnel Details Record
FRM.3-1 Return to Work Plan
FRM.4-1 Employee Warning Notice
FRM.5-1 Client Review Report
FRM.6-1 Lift Gear Inspection
FRM.7-1 Training Record
FRM.8-1 Yard Safety Inspection
FRM.9-1 Event Report Register
FRM.10-1 Event Report
FRM.11-1 Incident Investigation Report
FRM.12-1 Risk Assessment
FRM.13-1 Hazardous Substance Register
FRM.14-1 Hazardous Substances Risk Assessment
FRM.15-1 Service Provider Checklist
FRM.16-1 Record of Interview
FRM.17-1 Crane Inspection Report
FRM.18-1 Leave Application

FRM.19-1 Leave Work Early Request
FRM.20-1 Manbox/Workbox Checklist
FRM.21-1 Finalisation of Account for Damage to Property
FRM.22-1 Fuel Register
FRM.23-1 Single Crane Lift Study
FRM.24-1 Dual Crane Lift Study
FRM.25-1 Crane Wire Rope Register
FRM.26-1 Behavioural Observations
FRM.27-1 Register Template
FRM.28-1 HS Committee Meeting Agenda
FRM.29-1 Key Register
FRM.30-1 Account Application
FRM.31-1 Safe Work Method Statement
FRM.32-1 Personnel Experience
FRM.33-1 Register of Faulty Equipment
FRM.34-1 Training Booking Form
FRM.35-1 Safety Alert Template
FRM.36-1 Depot Safety Inspection
FRM.37-1 Oil/Water Separator Maintenance Requirements
FRM.38-1 Air Conditioner Gas Check

SWMS

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