

Issue Number: 002
Approved: R.Raams



Enwon (Australia) Pty Ltd

PROJECT QUALITY MANAGEMENT PLAN

Project:
Client:

QUALITY STATEMENT

The Management of Enwon is committed to the delivery of works and services in compliance with quality requirements for all of the company's construction activities.

To achieve this, the Board of Directors of Enwon have prescribed that the company institute and maintain a Quality Management System that encompasses the following general on-going objectives:

1. A continued commitment to the development of our employees' loyalty, team-building and skill base. This objective will ensure that we have and maintain professional, qualified and committed staff who are capable of delivering quality.
2. To ensure Enwon develops and maintains a privileged status in the industry as a quality contractor delivering projects based on best practice principles.
3. To foster and build on our close working relationship with our clients as their nominated representatives, which provides understanding, trust and value for their investment.
4. To continually improve the effectiveness of our Quality Management System (WMS), and a commitment to comply with **ISO 9001:2008**.

To ensure that we are meeting our objectives, our performance is measured and reviewed in numerous ways including:

Quality – by establishing processes to identify and address quality issues before they occur and by measuring feedback from our clients.

Delivery Performance – by assessing the delivery process for time and defects at handover.

Costs – by measuring our projects financial performance and constantly finding ways to reduce our project costs in order to continue to remain competitive and ahead of the field in our market.

Non-Conformances – by reviewing the number of non-conformances and the amount of reprocessing, we endeavour to improve our performance with reducing the number of corrective actions by implementing pro-active preventative behaviours.

Review – to ensure that we are meeting the requirements of **ISO 9001:2008** and to ensure that our Quality Management System (QMS) is effective and to ensure our policy is reviewed during our Management Review Meetings.

Robert Raams
Enwon (Australia) Pty Ltd
Managing Director

1.0 PROJECT SCOPE

The Project Quality Management Plan covers work associated with (insert brief project description, including location).

The project size has been confirmed to (insert brief description of project size / areas). The project includes the following stages:

1. Stage 1 –
2. Stage 2 –
3. Stage 3 –
4. Stage 4 –
5. Stage 5 –
6. Stage 6 –

2.0 DELIVERABLES & ACCEPTANCE CRITERIA

2.1 Project Program

The project program is planned for (duration) for total completion of works on site. **Insert brief description of the staging plan / construction methodology.**

Observance of the correct use of suitable mechanical tools or machines and having adequate numbers of crew will guarantee quality assurance of all work.

2.2 Project Suppliers and Products

Suppliers of products and services that can have an effect on Enwon's service quality shall be evaluated for their ability to supply products conforming to current Australian Standards and/or specified requirements.

All ordered materials and services shall be clearly defined and identified to the supplier. Records of acceptable suppliers and subcontractors shall be established and maintained. Purchasing documents, delivery records and MSDS shall be retained and filed accordingly.

2.2.1 Acceptance Criteria

The following criteria shall be addressed to determine the compliance with the project objectives and Enwon's commitment to quality management:

1. Establish conformance of services to specified requirements by the use of quality checklists and control methods.
2. Determine the level of inspection and testing to be performed (this may vary upon clients' requirements, type of service and project duration).
3. Detail the requirements for inspection and testing in work methods, procedures, inspection and test plans or other suitable documents.
4. Inspect all finished surfaces, in accordance with the above.
5. Review and update when required, inspection and testing techniques and equipment.

3.0 QUALITY ASSURANCE ACTIVITIES

Enwon's years of experience in civil works have allowed the company to create and continually develop the quality manual, which specifically outlines the quality management commitment and procedures adopted by Enwon. The quality system is designed to establish working practices that ensure our services and resultant works meet the quality requirements of our customers. The quality system also meets the requirements of ISO 9001:2008.

By employing continuous improvement principles, the use of inspection and testing, and checking and supervising of works on site by experienced staff, quality responsibilities and standards are maintained.

Inspection and test plans have been developed for the various work processes and these form part of the procedural methods that are reviewed annually or upon client requirements.

4.0 PROJECT MONITORING AND CONTROL

All work on site will be under the control of the site supervisor Site Supervisor, supported by crew leaders, a civil engineer / project manager and persons responsible for specific parts of the project (see key staff).

Monitoring and control of quality objectives will be achieved throughout the project by the use of ITP's, audits and reviews.

The following procedures will optimise the quality results of work completed:

1. Tender review process to gauge clients' quality requirements and satisfaction.
2. Assessment and documentation of quality on site.
3. Australian, RMS and local council standards used to provide quality parameters.
4. Implementation and monitoring of inspection and testing activities.
5. Verification of conformance as per Inspection and Test Plans.

Finished services shall be identified, inspected and/or tested as required by the Inspection and Test Plan or contract requirements. Only products which meet the specified requirements and client satisfaction shall be submitted for acceptance.

Records of all inspection and test activities shall be established and maintained. These will identify if products have passed or failed to meet the acceptance criteria.

The results of formal reviews shall be documented. System changes determined by review shall be evaluated and implemented.

4.1 Project Quality Team Responsibilities

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| 1. Supervisor in charge of works: | Name (Phone) |
| 2. Quality Manager: | Name (Phone) |
| 3. Project Manager: | Name (Phone) |

4.1.1 Trade and Function of Subcontractors

Only persons with the appropriate skills and competencies will be allowed to perform work on site.

4.1.2 Management Responsibility

The promotion and maintenance of the quality plan is the joint responsibility of management and employees, however management is required to take responsibility, promote and contribute to the quality plan of all persons in the work place. Management will do this by developing and providing high quality supplies of products, tools and machinery.