Quality Management System

System Awareness Training

What is a Quality Management System

- A set of documentation consisting of policies, procedures, documents, forms and records
- Describes the process flows of an organisation and the interaction between functional units
- Ours is based on the standard ISO 9001

Why?

- Market demands

- Company objectives
  - As outlined in our quality policy;
    - Satisfied clients
    - Continual improvement
    - Interested parties
    - Risk profile

The Structure

- Based on ISO 9001
  - Policy
  - Manual
  - Procedures
  - Documents
  - Registers
- Found on myQuality™ myquality; https://www.myquality.com.au/myquality/

The Structure

Corporate

- John Mason is the Top Management representative
- Ron Feruglio is our quality coordinator
- quality.com.au looks after; internal audits, management reviews, document management, corrective actions and more.

Certification

- Global-Mark is our certification service provider
- This means they are independent auditors of our system – not our people
- The process is……
  - Read, observe, interview, check records.
  - Sample and evidence
- The audit is scheduled for the 13th Nov 2023
- Audit anniversary is each year, 12 after the audit date

How to Contribute

- Read the quality policy
- Be aware of your impact on the system
  - Each of you are part of it
- Be positive
  - If something is wrong or a process can be improved, tell John Mason and/or raise a review.
- Be system savvy
  - Learn how to find the information
- Enjoy the journey