SRC
malaga

Steel Reinforcement Company Malaga
SRCM Pty. Ltd. ABN # 56 124 652 526
186 Beringarra Ave, Malaga WA 6090
Tel: (08) 9248 1105 Fax: (08) 9248 1109

QUALITY MANUAL

www.srcm.com.au

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SRCM PTY LTD

QUALITY MANUAL

QM001

Version #	Revision Date	Reason for Revision	Process Owner	Approved By
1	30/4/2011		Management Representative	Managing Director
2	22/8/2011	Quality Policy & Process Flow Chart Updated	Management Representative	Managing Director
3	13/2/2012	Summary of ISO Mandatory documents added. Management System process added.	Management Representative	Managing Director
4	22/2/2012	Section 3.0 Organisational Chart Scheduler title change. Section 5.0 Management System Change of Name on Title, added arrow.	Management Representative	Managing Director
5	9/5/12	Section 7.0 Additional Information included with Headings - Goals and Performance Indicators	Management Representative	Managing Director
6	6/12/12	Quality Policy SR001 Annual Review no changes Section 3 change on Sales Manager Position to Vacant	Management Representative	Managing Director
7	21/1/2014	Quality Policy SR001 Annual Review no changes. Section 3 change on Production Manager Position to Vacant	Management Representative	Managing Director
8	6/5/2014	Section 7 addition of Objectives, Business Improvements taken out	Management Representative	Managing Director
9	21/1/2015	Quality Policy SR001 Annual Review no changes Section 3 update Organisational Chart	Management Representative	Managing Director
10	14/5/2015	WI009 Production Process added to Document Index 8.0	Management Representative	Managing Director
11	11/11/15	Updates to Objectives	Management Representative	Managing Director
12	19.1.16	Update to Quality Policy	Management Representative	Managing Director

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Section 1.0

Quality Policy

SRCM Pty Ltd is a Steel Reinforcement Company located North of the Swan River and fabricates reinforcement requirements.

SRCM Quality Management System scope includes Scheduling, Estimating, and Fabrication (Reinforcing Bar, Specialised Bending, Mesh & Fixing).

The Management system adopted by SRCM assures customers that it complies with the requirements of ISO 9001 and Australian Steel Standard Regulations. SRCM will guarantee to control company activities ensuring that our products and services are of the highest quality and fit for purpose.

Our objective is to use resources effectively, maintain product control and sustain and improve our processes leading to customer satisfaction. SRCM is committed to delivering this by -

- Implementing ISO 9001:2008 to assure our customers that we are paying attention to meeting their needs.
- Building long term relationships with our customers and suppliers by delivering the right goods on time, every time.
- Review and maintain our systems to continuously improve performance and quality.

SRCM ensures all staff have the right skills to guarantee our product and services meet the needs of our customers.

Managing Director

Russell Williams
19th January 2016

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Section 2.0

SCOPE

SRCM Quality Management System Manual provides a description of how it manages its processes to comply with ISO 9001:2008.

SRCM scope includes scheduling, estimating, procurement and fabrication (Reinforcing bar, specialised bending, Mesh & Fixing accessories). The Management System adopted by SRCM assures customers that it complies with the requirements of ISO 9001, and Australian Steel Standards and Regulations. This ensures that our products and services are of the highest quality and fit for purpose.

The operational procedures of the Quality Management System details the purpose, scope, responsibilities, instructions and controls applicable to each function. Relevant Australian Standards, industry specifications and legislative codes have also been considered and applied within procedures.

Exclusion
We have excluded the following process from our Quality Manual –
7.3 Design and Development – all design is done externally therefore SRCM has excluded the requirements of ISO 9001 from its certification scope.

SRCM has designed and implemented a Quality Management System to manage its operations. This is in line with our operational controls for scheduling, estimation and fabrication which take into account –
- SRCM Quality Policy and Objectives.
- Controlling process through inspections and audits and analysis of data collected through the QMS.
- Initiate corrective and preventive actions.
- Conduct regular management review meetings.

Procedures required for the Quality Management System
To assist with the continuous improvement of SRCM Quality Management System mandatory procedures identified by ISO 9001 is outlined in SRCM Quality Manual.
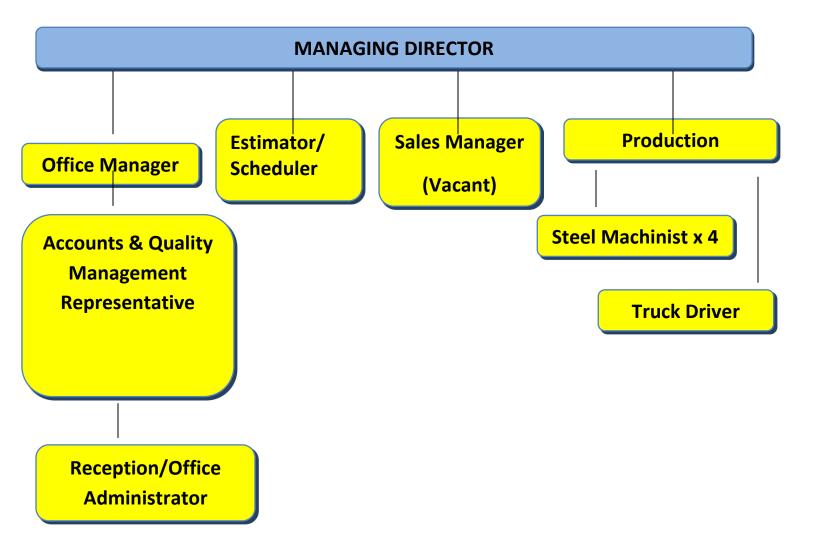- Control of Documents
- Control of Records
- Internal Audit
- Control of Non-Conforming Service
- Corrective Action
- Preventive Action

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Section 3.0

ORGANISATIONAL CHART

```
                        MANAGING DIRECTOR

Office Manager    Estimator/      Sales Manager      Production
                  Scheduler       (Vacant)
                                              Steel Machinist x 4
Accounts & Quality
Management
Representative                                Truck Driver



Reception/Office
Administrator
```
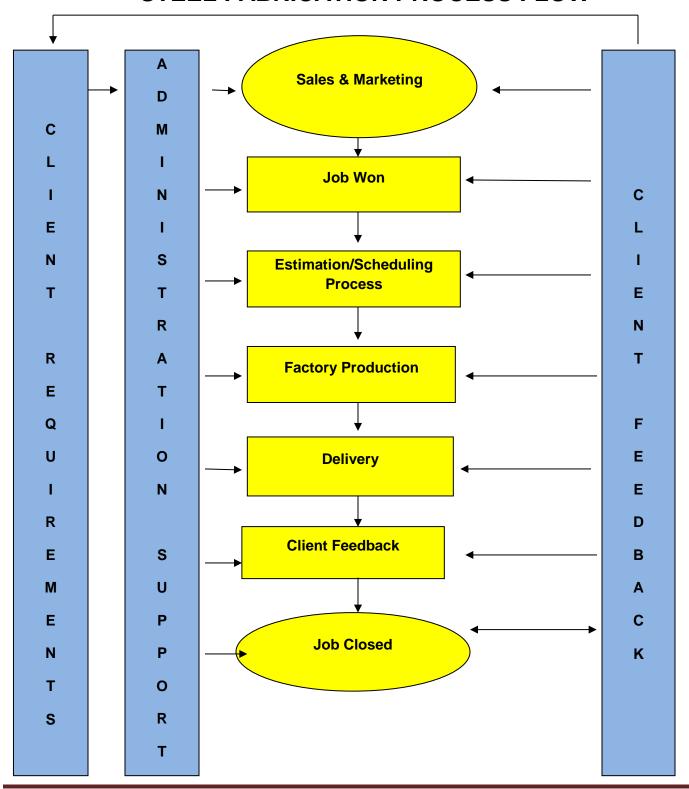
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Section 4.0

STEEL FABRICATION PROCESS FLOW

CLIENT REQUIREMENTS | ADMINISTRATION SUPPORT | Sales & Marketing → Job Won → Estimation/Scheduling Process → Factory Production → Delivery → Client Feedback → Job Closed | CLIENT FEEDBACK

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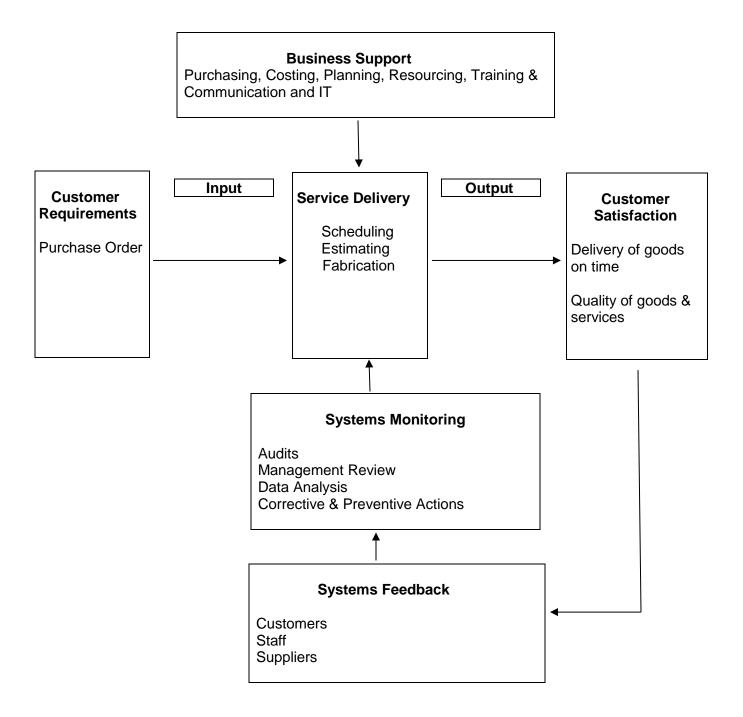Document is controlled online
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Section 5.0

MANAGEMENT SYSTEM SERVICE CONTROL

Business Support
Purchasing, Costing, Planning, Resourcing, Training & Communication and IT

Customer Requirements

Purchase Order

Input

Service Delivery

Scheduling
Estimating
Fabrication

Output

Customer Satisfaction

Delivery of goods on time

Quality of goods & services

Systems Monitoring

Audits
Management Review
Data Analysis
Corrective & Preventive Actions

Systems Feedback

Customers
Staff
Suppliers

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Section 6.0

MANAGEMENT SYSTEM DOCUMENT REQUIREMENTS

Document Control

All internal documents written by SRCM are controlled in the Document Management System by the Quality Management Representative. External documents sent to SRCM are received by Administration Staff and/or the Estimator/Scheduler and controlled as per QP003 Controlling Our Documents.

SRCM maintains its documented management system to conform to ISO 9001 requirements to ensure all documents –

- Have approval prior to release
- Are reviewed at regular intervals
- Updates and changes identified on the procedure and communicated to staff
- Revised information on each document
- Staff has access to information at their workplace
- Documents are legible and readily identifiable
- Obsolete documents are prevented from use and archived
- External documents identified and controlled

The Quality Management Representative is responsible for SRCM Document Control.

Record Control

Records generated by SRCM throughout its product/service delivery are retained to provide evidence the Quality Management System is working, and that products and services have been processed according to customer requirements and QP004 Records Management and Archiving.

SRCM maintains its record and archiving system to conform to ISO 9001 requirements to ensure all records are –

- Identified
- Stored appropriately
- Protected
- Retrievable
- Clearly identified with retention times
- Disposed correctly

The Quality Management Representative is responsible for SRCM Records Management.

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Internal Audit

SRCM maintains an internal audit program with an audit schedule which identifies the frequency of the processes to be audited. Results of audits will confirm as to whether SRCM planned arrangements is effectively implemented and maintained.

When non-conformances are raised corrective and preventive actions are required by the responsible person for that process to ensure SRCM eliminates a reoccurrence.

QP006 Internal Audit Procedure outlines the audit process and the Quality Management Representative is responsible for its management.

Control of Non-Conforming Service

SRCM is committed to ensuring materials released comply with customer requirements. To assist in this SRCM has implemented methods for the identification, control, pre-release inspection and documentation.

Control of Non-Conforming Service is identified through SRCM Quality Management System process from estimation, scheduling, delivery of goods, production to inspection of goods prior to dispatch.

Product Non-Conformance can involve any of the following features-
- Drawing revisions or errors.
- Damaged or incorrect materials.
- Require the scrapping, exchange or replacement of a fully certified product or a client supplied product.
- Product non-conformance from supplier or contractor
- After final inspection was completed.

All staff is responsible for checking/inspecting at certain intervals during the production and service delivery process. This process is followed in accordance with QP007 Control of Non-Conforming Service.

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Section 7.0

OBJECTIVES

OBJECTIVES	HOW WE MONITOR	KPI
Meet ISO 9001 Requirements	Internal Audits	Every 6 months
	Management Reviews	Annually
	Tool Box Meetings	Quarterly
	Workshop Inspections	As per Schedule Maintenance
	ISO 9001 Certification, Surveillance Audits and Re Certification	As per schedule
Process Improvement	Monitoring Non Conformance Register	Reduction in Non Conformances raised Respond within a 24hr timeframe Reduction in Repetitive NCR's
	Delivery of Goods On Time	100% of All Staff Achieving
	Request for Quotes on Tenders	Quotes Delivered to Customers within the date stipulated
	Respond to special orders on short notice	Reinforcement Schedule to accommodate short lead time less than 5 days
	No Defects at Practical Completion	Zero non-conformance reviewed at annual Management Reviews
	Customer and Staff Feedback	Quarterly Toolbox Meetings
		less than 2% negative feedback from customers
		Customer Feedback Survey/Phone Call 100% of all scheduled clients contacted annually
		Reviewed at annual Management Meeting
Skilled Staff	Monitoring of Training days attended	As per Job Competencies
	Effectiveness of Training	Staff to perform the job to Client specifications & SRCM satisfaction
		Contracted Staff to perform task/contract to within SRCM requirements time specified & agreed budget
Raise Staff Awareness of SRCM QMS	Include the staff in the process by training and ownership	Tool Box, Management Review meeting minutes, training schedule

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Section 8.0

DOCUMENT INDEX

Procedure #	Title	Owner
QM001	Quality Manual	Management Representative
SR001	Quality Policy	Managing Director
MD001	Master Document List	Management Representative
QP001	Estimation/Scheduling Process	Estimator
QP002	Management Review Process	Managing Director
QP003	Controlling Our Documents	Management Representative
QP004	Records Management and Archiving	Office Administrator
QP005	Communicating with Customers	Office Administrator
QP006	Internal Audits	Management Representative
QP007	Control of Non-Conforming Service	Management Representative
QP008	Purchasing Process	Office Manager Production
QP009	Production Control	Production
QP010	Procedure Blank Template	Office Manager
WI009	Production Process	Production

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