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QUALITY POLICY MANUAL

Preamble

Richmond Rolling Solutions (RRS) designs, manufactures and distributes materials handling solutions including a complete range of wheels and castors for the world market to meet National and International engineering, quality and safety standards.

The requirements of the International management standards ISO 9001 (quality management), ISO 45001(safety management) and ISO 14001 (environmental management) have been integrated into the Richmond Rolling Solutions business management and operational functions with the aim to control risk, being the effect (output) of uncertainty.

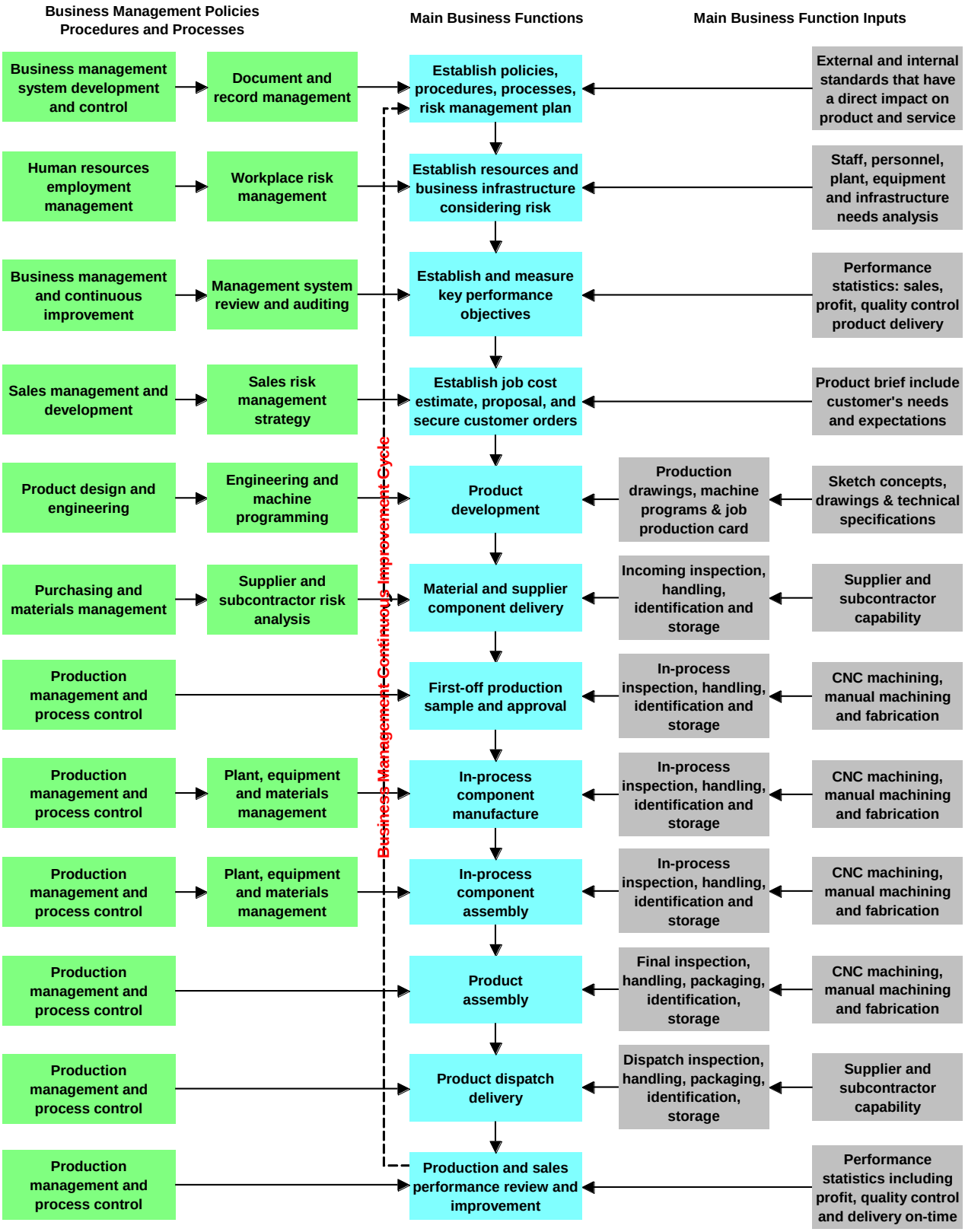
The objective of the quality management system is to establish and maintain a culture and systems of risk based thinking and continuous improvement that will maximize opportunities, minimize loss and enhance customer satisfaction (confidence). The quality management system is based on the quality management principles described in ISO 9000:

- Customer focus;
- Leadership;
- Engagement of people;
- Process approach;
- Improvement;
- Evidence-based decision making;
- Relationship management.

The quality management system comprises business management policy statements that proclaim specific commitments, quality policy manual (this document), procedures and work instructions. The quality policy manual provides an overall description of the management system and defines the manner in which the system meets the requirements of AS/NZS ISO 9001. The procedures define the system requirements in more detail and work instructions provide detail instruction on how to perform a specific task. Copies of this manual and procedures are available for issue to existing or potential customers and third parties, when approved by the Quality Manager.

Index Description **Page**

BUSINESS MANAGEMENT AND OPERATIONAL FUNCTIONS



Tyers R. May 2017

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MANAGEMENT RESPONSIBILITY

Quality Policy

The quality policy (customer satisfaction statement) prepared by the Managing Director sets out the company objectives and commitment to quality. The quality policy statement is relevant to the company goals and the expectations and needs of the customer.

The quality policy statement is displayed throughout the company to provide management and personnel with a constant reminder to have a vision and commitment to provide quality product and service and is used as a basis for training personnel in the implementation and maintenance of the management system.

The quality policy statement is established, approved and controlled in accordance with procedure "management responsibility" RWC-AD-201.

Responsibility and Authority

The requirements for responsibilities and authority are defined throughout the management system procedures and instructions and in accordance with procedure "management responsibility" RWC-AD-201.

The Managing Director and Functional Managers have the responsibility and authority for establishing company quality objectives. The Quality Manager has the responsibility and authority to ensure that the management system is established, approved and implemented.

The company management organisational structure is established and approved by the Managing Director and displayed to provide management, personnel and where necessary the customer and third parties with the general reporting and delegation lines within the company of personnel who manage, perform and verify work affecting product quality.

Position descriptions are developed for each position identified on the company management organisational structure and made available for review by personnel that hold the positions. The position descriptions define the primary objectives associated with the position and where applicable specify:

- The position functions, duties qualifications, experience and training required;
- Interfaces to other positions and alternative arrangements to be followed in the absence of the assigned person;
- Authority to make decisions, commitments, initiate and approve actions;
- Authority to approve; purchase orders, release of nonconforming product, concessions, review of contracts and tenders;
- Responsibility to achieve management system objectives and compliance with the requirements of the management system that are associated with the position.

Resources

Resource requirements are identified, and qualified and trained personnel with the appropriate skills are employed and allocated to perform management, performance of work, verification and checking activities, reference procedure "employment and training" RWC-AD-203. Work verification and checking activities are identified throughout the management system procedures and instructions and include:

- Management system surveillance "quality audits";
- Quotation and sales order review;
- Manufacturing and stores inspection and testing;
- Design review.

Management Representative (Quality Manager)

A Quality Manager who is a fulltime member of the company has been appointed by the Managing Director to represent the company on all matters relating to quality, reference procedure "management responsibility" RWC-AD-201. Irrespective of other responsibilities the Quality Manager has the defined authority for:

- Ensuring that the management system is developed, approved established, implemented and maintained in accordance with AS/NZS ISO 9001:
- Reporting on the performance of the management system to Functional Management for review and as a basis for improvement of the management system, reference procedure "management responsibility" RWC-AD-201.

Management Review

Company meetings are conducted of various types and intervals, reference procedure "management responsibility" RWC-AD-201 to provide a formal, systematic review of the overall company operations, including the management system. Where appropriate meeting agenda items are derived from issues such as:

- The actions from previous management reviews;
- Changes in external and internal issues including Acts, Regulations and Subordinate Legislation (technical standards) that are relevant to the quality management system;
- Changes to environmental conditions such as global warming that impact on the firm's ability to supply product and or service that meet the customers agreed needs and expectations;
- Information on the performance and effectiveness of the quality management system;
- Customer satisfaction and feedback from relevant interested parties;
- The extent to which quality objectives have been met;
- Process performance and conformity of products and services;
- Nonconformities and corrective actions;
- Results from monitoring and measurement;
- Audit results;
- The performance of external providers (suppliers and service providers);

- The adequacy of infrastructure and resources;
- The effectiveness of actions taken to address risks and opportunities;
- Opportunities for improvement;
- Need for changes to the business (quality) management system;
- Resource and infrastructure needs including plant equipment and personnel.

Records of mandatory meetings are documented and maintained in accordance with section control of quality records this manual, reference procedures "management responsibility" RWC-AD-201 and "document control and records" RWC-AD-202.

QUALITY SYSTEM

General

Richmond Rolling Solutions has developed and implemented a management system that complies with the standard AS/NZS ISO 9001 and comprises:

- Quality policy manual;
- Procedures manual;
- Work instructions;
- Process flow charts.

The management system provides the customer and the company with assurance that product and services conform to the customer specified requirements and expectations. The management system development, approval and control activities are conducted in accordance with procedure "management system development" RWC-SYS-201.
Quality records generated from the management system are maintained in accordance with section control of quality records of this manual.

Quality System Procedures

The management system contains procedures and instructions that accurately reflect how operations are performed and are dependent upon the complexity of work, the methods used, and the skills and training needed by personnel involved in carrying out the activity.

The procedures are grouped according to the type and controlled within the management system document. Some work instructions are included within the management system document and others are controlled externally and in accordance with procedure "document control and quality records" RWC-AD-202.

Quality Planning

Quality Planning is provided by means of the management system documents that describe the co-ordination, monitoring and supervision of activities which include:

- Appointment of personnel capable to achieve specific work activities;
- Planning and review of all manufacturing, sales, design and management activities;
- Review of all activities to achieve the customer requirement and expectations including regulatory standards;
- Identification of the inspection and test requirement including inspection and test equipment;
- Equipment including inspection, measuring and test equipment capable of performing specific tasks;
- Conducting of inspection and tests;
- Control of documentation including quality records;
- Development issue and updating of inspection and test verification documents.

CONTRACT SALES ORDER REVIEW

Product provided by Richmond Rolling Solutions may be initiated by the customers:

- Invitation for the company to provide a formal quotation price where a contract specification and drawings have been provided by the customer;
- Invitation for the company to provide a formal quotation price where a written or verbal request has been provided by the customer;
- Verbal or written invitation for the company to provide product using the company pricing catalogue as a reference.

When the customer provides confirmation to proceed with the sale or manufacture of product and prior to any contract or sales order is accepted and signed then a formal review of the requirements and documentation is carried out in accordance with procedure "sales order system" RWC-MN-201, "sales quotation" RWC-MN-202 and "manufacturing" RWC-MN-204.

Contract sales order review is carried out to confirm that:

- The customer requirements are adequately defined, qualified and documented;
- Expectations and requirements are fully discussed and that all omissions and clarifications are agreed and documented;
- All the necessary details are accurate;
- Any requirements differing from those in the sales quotation are resolved;
- The company has the resources and capability to meet the contract or sales order requirements;
- Design requirements are established and managed , reference procedure "design control" RWC-DS-201;
- The company fully understands the customer requirements and expectations.

Amendment to the contract or sales order will be:

- Documented and maintained;
- Authorised by a person with the same level as the original contract sales order approval;
- Correctly transferred to appropriate personnel concerned this will include the customer.

Records of contract sales order review are maintained in accordance with section control of quality records of this manual.

DESIGN CONTROL

General

The control and verification of product design is managed in accordance with procedure "design control" RWC-DS-201 to ensure the designed product:

- Satisfies the customer's needs and expectations;
- Conforms to the initial design criteria;
- Has reliable and safe operating characteristics.

The design process is segregated into three stages:

- Preliminary design activities that may include design objectives, concept, feasibility study, input, planning, review;
- Detailed design activities that may include design output, verification, output data, review;
- Post design activities that may include design validation, market analysis, review.

Design and Development Planning

The design and development activities are assigned to qualified personnel equipped with adequate resources. Planning activities include:

- Establishing the design aims;
- Planning how the design is to proceed, and who is to carry out the design;
- Where appropriate the update of the design planning activities as the design evolves.

Organisational and Technical Interfaces

Where required organisational and technical interfaces between different groups that provide input into the design process are defined. Where applicable the necessary design information is documented, transmitted and regularly reviewed. Examples of interfaces are:

- Customers and suppliers;
- Research laboratories, regulatory bodies and other functions within the company.

Design Input

Design input is defined as criteria or documented requirements and information specified by the company, customers or regulatory authorities and provides the reference base for design work. The design input is typically in the form of the customer's specification or design objectives and establishes the parameters, knowledge and data required for the design to proceed and is reviewed for adequacy.

Incomplete, ambiguous or conflicting requirements are resolved with those responsible for imposing the requirements. Design input requirements take into consideration the results of any contract sales review activities.

Design Output

Design output is the documentation setting out the requirements and information needed to manufacture and assemble the product and is expressed in terms that can be verified and validated against the design input requirements. Design outputs are typically in the form of drawings. Design output requirements are reviewed before release and:

- Meet the design input requirements;
- Contain or make reference to acceptance criteria;
- Identify those characteristics of the design that are crucial to the safe and proper functioning of the product.

Design Review

Review of design results is planned, conducted and documented at the end of each design stage. Participants at each design review will include representatives of all functions concerned with the design stage being reviewed as well as other specialist personnel, as required. The design reviews are recorded and controlled in accordance with element control of quality records of this manual.

Design Verification

At appropriate design verification is performed to ensure that the design stage output (drawings) meet the design stage input (customer specification or design objective) requirements. Design verification may include activities such as:

- Performing alternative calculations;
- Comparing the new design with similar proven design if available;
- Undertaking tests and demonstrations;
- Creation of prototype models;
- Reviewing the design stage documents before release.

The design verification measures are recorded and controlled in accordance with section control of quality records of this manual.

Design Validation

Following successful design verification, design validation on the completed product is conducted to determine if the design has achieved the desired result, validation is typically in the form of inspection and tests. This ensures that the designed product conforms to defined user needs and or requirements. Design validation is normally performed:

- Using multiple validations if there are different intended uses;
- On the final product but may be necessary in earlier stages prior to product completion;
- Under defined operating conditions.

Design Changes

Modifying the design to incorporate changes which may occur at any stage of the process and for any reason will result in the identification, documentation, review and approval by authorised personnel before the changes are implemented.

DOCUMENT AND DATA CONTROL

General

Procedures have been established that control all documents and data that relate to the business operations and the requirements of AS/NZS ISO 9001,

Document and Data Approval and Issue

Procedure "management system development" RWC-SYS-201 defines the document and data control process specific to the management system development and includes the quality policy manual, procedures and work instructions.

Procedure "document control and records" RWC-AD-202 defines the control of documents that are external to the management system development and include:

- Incoming and outgoing documents;
- Standards, technical books and reference documents;
- Documents derived from the management system.

Procedure "drawing control" RWC-DS-202 defines the methods used to control drawings that are developed by the company or issued by the customer. Document and data control methods prescribed in the procedures include the:

- Review and approval of documents for adequacy by authorised personnel prior to issue;
- Identification of the current revision status of documents to preclude the use of invalid and or obsolete documents;
- Pertinent issue of appropriate documents made available at all work locations to ensure the effective functioning of the management system and the business operations;
- Prompt removal of obsolete documents from all points of issue or use, or otherwise the documents are assured against unintended use;
- Obsolete documents that are retained for legal and or knowledge and preservation purposes are suitably identified;
- Policy, procedure and instruction, development, identification and confidentiality;
- Document distribution control.

Document and Data Changes

Document changes are controlled in accordance with the procedure "management system development" RWC-SYS-201, "document control and records" RWC-AD-202, and "drawing control" RWC-DS-202. The control ensures:

- Subsequent review and approval by authorised personnel with access to pertinent background information;
- Adequate identification of the change on the document or attachments.

PURCHASING

General

To ensure the conformance of purchased product procedures have been established and maintained that control purchasing activities. These procedures give confidence that the supplier will be able to meet the company purchase order requirements, reference procedures "approved supplier" RWC-AD-204 and "purchasing control" RWC-AD-205.

Evaluation of Suppliers

Richmond Rolling Solutions evaluates and selects suppliers on their ability to meet specified purchase order requirements. Suppliers are categorised and controls are exercised dependent upon the:

- The type of product or service to be supplied and its impact on the quality of the Richmond Rolling Solutions product;
- The level of quality management systems within the suppliers organisation;
- Previously demonstrated capability and delivery performance;
- Results of quality surveillance audits, when applicable.

Requirements of evaluation, control and selection of suppliers are defined in procedure "approved supplier" RWC-AD-204. Records of acceptable suppliers are maintained in accordance with section control of quality records of this manual.

Purchasing Data

Purchase orders are generated through the computer network financial system and contain data that clearly describes the product or service ordered, including where applicable the:

- Type, class, grade, finish or other precise identification;
- Details of specifications, drawings, process requirements and inspection instructions;
- Relevant technical data, including requirements for approval or qualification of product, procedures, process equipment and personnel;
- When prescribed the quality standard to be applied under the customers contract.

Authorised personnel review and approve purchase orders prior to release to ensure adequacy and accuracy of detail. Requirements for purchasing control are defined in procedure "purchasing control" RWC-AD-205.

Verification of Purchased Product

Requirements for verification of purchased product are defined in procedure "purchasing control" RWC-AD-205. Where Richmond Rolling Solutions proposes to verify purchased product at the supplier’s premises the verification arrangements and method of product release will be specified in the purchase order documents.

Where specified in the contract the customer or their representative will be permitted to verify at Richmond Rolling Solutions and our suppliers premises that product or service conforms to specified requirements. Such verification by the customer will not:

- Be used by Richmond Rolling Solutions as evidence indicating effective control of quality by our suppliers;
- Absolve Richmond Rolling Solutions of the responsibility to provide acceptable product or service;
- Preclude subsequent rejection of such product and service by the customer.

CONTROL OF CUSTOMER-SUPPLIED PRODUCT

Where the customer issues product to the Richmond Rolling Solutions for repair or modification the company will ensure:

- Documentation exists that confirms the amount and type of product issued;
- The product is checked when received to ensure the correct amount has been supplied, any discrepancy is recorded and reported to the customer;
- The product is clearly identified and safeguarded to prevent, lose, unauthorised use or
- improper disposal;
- The product is stored, maintained and protected in conditions that prevent damage or deterioration;
- Product that is lost, damaged or otherwise found unsuitable for repair or modification is recorded and reported to the customer;

The requirements of customer-supplied product are conducted in accordance with procedure "manufacturing" RWC-MN-204. Quality records generated from these activities are maintained in accordance with section control of quality records of this manual. Note verification of customer-supplied product by the company does not absolve the customer of the responsibility to provide acceptable product.

PRODUCT IDENTIFICATION AND TRACEABILITY

Identification of documentation, product and work orders in the sales, manufacturing and storage process is adequate to prevent loss, confusion and incorrect use. A picking slip that has a unique identification number and title is generated for all sales in accordance with procedure "sales order system" RWC-MN-201. The picking slip identification number is used to trace the correspondence and documentation relating to the sale, monitoring and reporting activities.

Product being manufactured in the plant is identified by the picking slip or work in-progress tag, if this is not practical an allocated area is provided for the manufacture and storage for that specific product. Identification is provided for different types of defective product, reference procedure "control of nonconforming product" RWC-MN-207, and further where inspection is complete and when the manufacture of a product has stopped and the commencement requires confirmation, reference procedure "manufacturing" RWC-MN-204.

Manufactured product that is complete and ready for dispatch is clearly identified to prevent incorrect shipment. The identification method for product in the store is by defined location that clearly identifies the type and size of product, reference procedure "stores dispatch and inward goods" RWC-MN-203. Unique traceability and identification of individual material used to manufacture a specific product will only be provided when specified by the customer’s contract, reference procedure "manufacturing" RWC-MN-204. Quality records generated are maintained in accordance with section control of quality records of this manual.

PROCESS CONTROL

Personnel are adequately qualified and or experienced to perform assigned tasks. Where the absence of qualifications and or experience could adversely affect the quality of product then documents such as procedures, work instructions, job sheets, data sheets, and technical documents are provided that define the process requirements and are made available at appropriate work locations. Process control activities ensure timely supply of product, and this is achieved by:

- Purchasing material to eliminate loss of manufacturing production;
- Always considering occupational, health and safety;
- The use of suitable equipment and providing suitable and safe working environments;
- Completing manufacturing in accordance with standards and codes;
- Planning and monitoring sales, manufacturing and stores activities;
- The approval of processes and equipment, as appropriate;
- Stipulating criteria for workmanship in the clearest practical manner;
- Providing and maintaining suitable plant and equipment to ensure continued process capability.

Where process results cannot be fully verified by subsequent inspection and testing of the product and where deficiencies may become apparent only after the product is made or in use then these processes are carried out under controlled conditions by suitably qualified personnel using qualified procedures and equipment. Qualifications of personnel, procedures and equipment will be in accordance with applicable codes and regulations, these records will be maintained in accordance with section control of quality records of this manual

Requirements for process control are defined in procedures "sales order system" RWC-MN-201, "stores, dispatch and inward goods" RWC-MN-203 and "manufacturing" RWC-MN-204.

INSPECTION AND TESTING

General

Inspection and testing is conducted in accordance with procedures "stores, dispatch and inward goods" RWC-MN-203 and "manufacturing" RWC-MN-204.

Receiving Inspection and Testing

Receiving inspection and testing is conducted in accordance with procedure "stores, dispatch and inward goods" RWC-MN-203. Incoming product is not used or processed, except if released for urgent production purposes, until it has been inspected or otherwise verified as conforming. The amount and nature of receiving inspection and testing will be dependent on the approved suppliers rating.

Where product that is released for urgent production purposes prior to receiving inspection and testing will be positively identified and recorded in order to permit immediate recall and replacement in the event of nonconformity.

In-Process Inspection and Testing

In-Process inspection and testing is conducted in accordance with procedure "manufacturing" RWC-MN-204. The inspection and testing activities are conducted during the manufacturing process in accordance with information and instructions made available. Product is held until the required inspection and tests have been completed or necessary reports have been received and verified.

Final Inspection and Testing

Final inspection and testing is conducted in accordance with procedure "manufacturing" RWC-MN-204. The inspection and testing is conducted to verify that all in-process inspection and testing activities have been completed and the results are conforming. No product is dispatched until all inspection and testing activities have been satisfactorily completed and the associated data and documentation is available and authorised.

Inspection and Test Records

Records are maintained which provide evidence that the product has been inspected and or tested. These records show clearly whether the product has passed or failed the inspection and or test according to defined acceptance criteria and clearly identify the inspection authority responsible for releasing the product. Product that fails the inspection and or test is controlled as defined in this manual section control of nonconforming product. Quality records generated from inspection and testing are maintained in accordance with section control of quality records of this manual.

CONTROL OF INSPECTION, MEASURING AND TEST EQUIPMENT

Control of measuring devices is conducted in accordance with procedures "control of measuring devices RWC-MN-205, "inspection measuring and test equipment (IMTE)" check instruction RWC-MN-205a, and "manufacturing" RWC-MN-204. The procedures provide for the control, calibration and maintenance of such equipment owned by Richmond Rolling Solutions or supplied by the customer and used to demonstrate conformance of product to specified requirements. The control procedures:

- Identify the measurements to be made, accuracy required and thus ensure the correct equipment is selected that is capable of meeting required accuracy and precision;
- Assess the validity of previous inspection and test results when inspection, measuring and test equipment is found out of calibration;
- Ensure that all equipment used has been calibrated against standards traceable to National Standards at prescribed intervals, or prior to use;
- Detail the methods used to identify such equipment;
- Identify where equipment is located, check methods used, acceptance criteria, remedial action to be taken when calibration is unsatisfactory;
- Ensure all equipment used for validating calibration purposes is capable of the accuracy and precision necessary;
- Identify the labelling and marking methods used to indicate the date of calibration, date next due and the person organisation who conducted the check;
- Describe methods of recording these activities;
- Detail any environmental conditions which are required to be controlled when conducting calibration checks;
- Describe how such equipment is handled, stored and used to ensure the accuracy and fitness for use is maintained;
- Detail what safeguards are employed to prevent any unauthorised adjustments which would invalidate the equipment;
- Templates, patterns, jigs and fixtures are identified to prevent misuse and checked for accuracy before use or periodically depending on the degree of usage.

INSPECTION AND TEST STATUS

The inspection and test status of product is maintained where appropriate from receipt through storage and dispatch to ensure only products that have passed the required inspection and tests or released under authorised concession are processed and or despatched, reference procedures "manufacturing" RWC-MN-204 and "stores, dispatch and inward goods" RWC-MN-203.

CONTROL OF NONCONFORMING PRODUCT

The control of nonconforming product is defined in procedure "control of nonconforming product" RWC-MN-207 and includes the identification, documentation, evaluation, segregation (when practical), disposition and notification to the functions concerned, this when required includes the customer.

Product identified as nonconforming will be clearly identified and if possible segregated to prevent inadvertent unauthorised use, dispatch, shipment or inclusion with conforming items. Nonconforming product will not be used until the proposed disposition has been approved by the nominated authority. Repaired or reworked product will be reinspected in accordance with procedure "manufacturing" RWC-MN-204.

Where required by contract the proposed use or repair of product which does not conform to specified requirement shall be reported for concession to the customer. Quality records generated are maintained in accordance with section control of quality records of this manual.

CORRECTIVE AND PREVENTIVE ACTION

Corrective and preventive action is taken to eliminate the causes of actual or potential nonconformity's to a degree appropriate to the magnitude of the problem and level of risks encountered, reference procedure "corrective and preventive action" RWC-SYS-203.

Management system problems both actual and potential are reported to management. As a result of problems corrective action is taken that includes:

- The effective handling of customer complaints, reference procedure "customer complaints" RWC-MN-206;
- The effective handling of nonconforming product reports, reference procedure "control of nonconforming product" RWC-MN-207;
- Investigating and documenting the root cause of the nonconformity relating to the product, process or management system;
- Determining action required to eliminate the cause;
- Ensuring corrective action is taken and that it is effective.

To detect, analyse and eliminate potential causes of problems action is taken that includes:

- When applicable the use of appropriate sources of information such as:
  - Processes and work operations that affect product quality;
  - Concessions;
  - Management system surveillance "quality audits" results, reference procedure RWC-SYS-203;
  - Quality records;
  - Service reports;
  - Customer complaints.
- Determination of action required;
- Initiation of preventive action and ensuring its effectiveness;
- Submitting results for management review, reference procedure "management responsibility RWC-AD-201.

The Quality Manager will ensure that any changes to existing management system documentation arising from corrective and preventive actions are identified and implemented, reference procedure "management system development" RWC-SYS-201. Quality records generated from corrective and preventive actions are maintained in accordance with section control of quality records of this manual.

HANDLING, STORAGE, PACKAGING, PRESERVATION AND DELIVERY

General

Handling, storage, packaging, preservation and delivery of product is controlled in accordance with procedures "stores, dispatch and inward goods" RWC-MN-203, "stock control and pricing" RWC-MN-208 and "manufacturing" RWC-MN-204.

Handling

Handling of product is by devices and methods applicable to the product weight, size and fragility, reference procedures "stores, dispatch and inward goods" RWC-MN-203, and "manufacturing" RWC-MN-204. Deterioration or damage of product will be handled in accordance with section control of nonconforming product of this manual. Product is handled using methods that:

- Promote safety and security to personnel;
- Ensure all precautions are taken to protect the product from abuse, damage and degradation.

Storage

Product is stored in designated locations to prevent damage, deterioration, loss and unauthorised use pending use or delivery, reference procedures "stores, dispatch and inward goods" RWC-MN-203 and "manufacturing" RWC-MN-204. Storage requirements ensure:

- Flammable product is stored in a specified location and in accordance with regulations;
- Product identified as damaged is labelled or stored in specific locations;
- Identification of storage systems are legible;
- Methods are established for authorising receipt to and from storage areas.

In order to detect any damage or deterioration, controlled stock takes are undertaken on a regular basis, reference procedure "stock control and pricing" RWC-MN-208. Those products which have a "shelf life" will be used or despatched on a "first in first out" basis, where practicable, and within the product's usual shelf life.

Packaging

Product is identified to prevent incorrect shipment and packed so that items are effectively separated, secured to prevent undue movement and the protection of the load is sufficient to prevent damage during delivery transport, reference procedure "stores, dispatch and inward goods" RWC-MN-203.

Preservation

Appropriate methods have been established for preservation and segregation of product when under the control of Richmond Rolling Solutions, reference procedures "stores, dispatch and inward goods" RWC-MN-203 and "manufacturing" RWC-MN-204.

Delivery

Dispatch of product is be by authorised personnel who ensure it is protected until the customer takes possession, reference procedure "stores, dispatch and inward goods" RWC-MN-203. Delivery includes the use of transport companies that are controlled in accordance with section purchasing of this manual.

CONTROL OF QUALITY RECORDS

Quality records generated by the company or its suppliers and subcontractors by activities defined in the management system procedures are maintained to demonstrate the effective operation of the management system and the achievement of the required product quality.

A system has been established and maintained for the identification, collection, indexing, access, filing, storage, maintenance and disposition of quality records in accordance with procedure "document control and quality records" RWC-AD-202. The system ensures that quality records are:

- Legible, stored and retained in such a way that they are readily retrievable;
- Stored in facilities that provide a suitable environment to prevent damage or deterioration and to prevent loss;
- Retained for specified retention periods and where applicable in accordance with government legislation;
- Where agreed contractually, records are made available for evaluation by the customer or the customer's representative for an agreed period;
- When in the form of electronic media records are backed-up and securely stored.

INTERNAL QUALITY AUDITS

Surveillance of the management system "quality audits", reference procedure "management system surveillance" RWC-SYS-202 are planned implemented and used by the company as a method to:

- Determine the effectiveness of the management system;
- Verify whether the activities described are conducted and the related results comply with the management system requirements.

Management system surveillance "quality audit" are scheduled on the basis of importance and the status of the activity to be reviewed and carried out by suitable auditors who have no direct responsibility for the activity being reviewed.

The management system surveillance "quality audit" results are recorded and brought to the attention of management and personnel having responsibility in the area being reviewed. Where deficiencies are found during the surveillance "quality audit" the:

- Management and personnel responsible for the area take timely corrective and preventive actions;
- Follow-up surveillance "quality audit" activities verify and record the implementation and effectiveness of corrective and preventive action taken.

Records generated from the management system surveillance quality audit are maintained in accordance with section control of quality records of this manual.

TRAINING

The company has established a system to ensure:

- The different types of skills required to perform assigned activities affecting quality have been identified;
- Personnel have been identified with the required training that qualifies them to perform specific assigned activities;
- Management provide the appropriate training or instruction when the need has been identified;
- Competency is evaluated at the work location at appropriate intervals.

Managers consistently monitor personnel who are responsible to them so that any additional training needs are identified. This process ensures that the appropriate skills and competency exist to perform activities and to maintain the acceptable work quality.

When necessary the company provides the appropriate training or instruction. The following types of training are provided depending on the training needs identified:

- Induction training; all new personnel are given instruction to ensure they are aware of the company operations, practices and their authority and responsibility within the company;
- Technical training ensures that personnel are capable to undertake activities outside of their existing qualification and experience or to keep abreast of technological advancement in the industry;
- Quality training ensures personnel are aware of and understand their role in achieving quality. Promotes awareness of the management system requirements and the importance in maintaining an effective, efficient and satisfying work environment;
- Safety training relates to safe working requirements.

The requirements of training is in accordance with procedure "employment and training" RWC-AD-203. Records generated from training activities are maintained in accordance with section control of quality records of this manual.

SERVICING

The Managing Director in conjunction with the Sales and Marketing Manager have established a warranty that forms part of the sales contract. The warranty protects the customer in the event that product does not meet its specification requirements, reference procedure "sales order system" RWC-MN-201. The warranty therefore eliminates the need for the company to provide servicing of product sold to its customers as required by the quality management standard AS/NZS ISO 9001.

MEASUREMENT AND ANALYSIS

Performance Indicators

The Managing Director in conjunction with selected personnel monitors key business functions to maintain its quality assurance and compliance commitments that include:

- **Job win success, repeat business and customer satisfaction performance.** Win from competitive pricing and product performance, product meets the customer's needs solution expectation;

- **Job productivity, profitability and delivery performance.** Cost is minimised through efficient planning and management of labour, material, plant, equipment and production processes. Accurate engineering dimensions and tolerances are specified. Quality control inspection, tests and batch sampling plans are accurate and effective. Inspection and test functions include, where applicable, incoming product and material delivery, in-process manufacture and final inspection before delivery. Job delivery is maintained in-line with the customer expectations and agreement;

- **Supplier price competitiveness and delivery performance.** Supplier performance does not result in severe disruption to the product delivery and does not result in major work delays, financial loss or major damage to customer relations;

- **Plant, equipment and infrastructure performance.** Plant, equipment and infrastructure remains adequate and reliable to prevent severe disruption to the job causing major work and delivery delays, financial loss or major damage to customer relations. Routine preventative brake down maintenance ensures its capability to constantly support the manufacturing operations and the company's safety obligations;

- **Training needs analysis performance**. Employment of persons with the skill and ability to manage the business and manufacture and deliver product that meets the customer needs solution;

- **Workplace safety performance.** Safe work instructions and job safety analysis plans are adequate and effective in controlling hazards and preventing injuries;

- **Continuous improvement performance.** Analysis of potential improvements includes route cause analysis, corrective and preventative actions.

Statistical Techniques

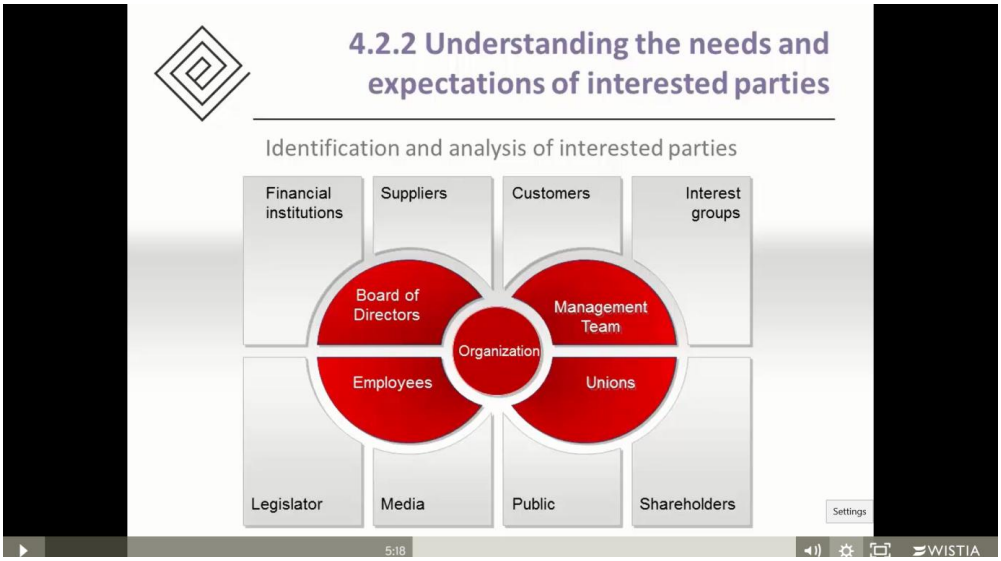
Where batches of product or subassembly cannot be adequately inspected or tested the Operations Manager in conjunction with the Quality Manager ensure statistical techniques are introduced that provide sampling methodology that verifies the inspection status, reference procedure "manufacturing" RWC-MN-204.

Where applicable the methods used are derived from the Australian Standard AS1199.1 (ISO 2859-1) sampling procedures for inspection by attributes, table 2-A level II acceptable quality level AQL less than 1% likelihood chance of 1 NCP every 100 parts.

INTERESTED PARTIES

Richmond Rolling Solutions shall only consider monitoring and reviewing information about an interested party if the ability to provide the product and service that meets the customer's requirements may be jeopardised by its relationship with the interested party.

AS/NZS ISO 9000:2000, *Quality Management Systems - Fundamentals and Vocabulary*, Standards Australia, defines an interested party (internal and external) as "person or group having an interest in the performance or the success of an organization (business)".



Reference Source: Exemplar Global, *Auditor Transition Assessment Training*, Exemplar Global, 2018 https://www.exemplarglobalcollege.org/my-account/.

There is no requirement in the management system standards for the business to consider interested parties where the business has decided that those parties are not relevant to the business management system (quality management system), reference AS/NZS ISO 9001:2016 Annex A, A.3.

DOCUMENT LISTING

Policy Statements	Business Function	Identification
Anti-bribery	Business management	Policy title
Customer satisfaction (quality policy)	Sales	Policy title
Ethical sourcing	Purchasing	Policy title
Workplace safety and environmental management	Human resources	Policy title
Behavioural standards, drugs and alcohol	Human resources	Policy title
Prevention of harassment and discrimination	Human resources	Policy title
Injury management	Human resources	Policy title
Issue resolution	Continuous improvement	Policy title

Policies, Procedures and Work Instructions	Business Function	Identification
Quality policy manual	Business management	RWC-QM-101
Management responsibility	Business management	RWC-AD-201
Sales order system	Sales	RWC-MN-201
Sales quotation	Sales	RWC-MN-202
Stock control and pricing	Sales	RWC-MN-208
Customer complaint	Sales	RWC-MN-206
Design control	Engineering	RWC-DS-201
Drawing control	Engineering	RWC-DS-202
Manufacturing (operational management)	Manufacturing	RWC-MN-204
Occupation health and safety (hazard management)	Manufacturing	RWC-AD-207
Stores, dispatch and inward goods	Manufacturing	RWC-MN-203
Control of measuring devices	Manufacturing	RWC-MN-205
Inspection measuring test equipment calibration	Manufacturing	RWC-MN-205a
Control of nonconforming product	Manufacturing	RWC-MN-207
Operation of 60 tonne press	Manufacturing	RWC-TC-305
Polyurethane moulding instruction	Manufacturing	RWC-TC-306
Conditioning times for nylon wheels	Manufacturing	RWC-TC-601
Imported components inspection test plan	Manufacturing	RWC-TC-602
Batch sampling plan	Manufacturing	RWC-TC-603
Approved supplier	Purchasing	RWC-AD-204
Purchasing control	Purchasing	RWC-AD-205
Employment and training	Human resources	RWC-AD-203
Occupation health and safety (behaviour management)	Human resources	RWC-AD-207
Management system development	Documents and records	RWC-SYS-201
Document control and quality records	Documents and records	RWC-AD-202
Management system surveillance (audit)	Continuous improvement	RWC-SYS-202
Corrective and preventive action	Continuous improvement	RWC-SYS-203