



**2016
QUALITY MANAGEMENT
SYSTEM**

Quality Management System

Version 1

Policy Name	Quality Management System
Last Reviewed	February 2016
Adopted by Council	
Revision Date	February 2018

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INTRODUCTION

Bunbury-Harvey Regional Council (BHRC) was established in 1990 as a waste management authority to manage the municipal waste generated from both the City of Bunbury and the Shire of Harvey.

BHRC own and operate the Stanley Road Waste Management Facility which includes a Class II landfill and recycling facilities, and the Banksia Road Organics Processing Facility which was established in 2013. This facility processes organic food and garden waste collected from the councils of the Wellington Regional Group (Harvey, Bunbury, Dardanup, Capel, Collie, Boyup Brook & Donnybrook-Balingup). Currently only Bunbury, Capel and Donnybrook-Balingup utilise this facility with Collie expected to come online in April 2016.

As a prescribed premise, both facilities are required to hold an Environment Protection Licence (EPL) under Part V of the Environmental Protection Act 1986 and are managed in accordance with the operating licences issued by the Department of Environment Regulations (DER).

The BHRC provides personnel to manage, supervise, operate and maintain both sites in accordance with the EPL and other relevant regulatory requirements

BHRC objectives for both facilities are to:

- Ensure the region's municipal waste services are able to meet demands associated with projected population growth, and proposed state and federal government policy
- Prolong the life of existing landfill facilities in the region
- Reduce the environmental impact caused by the emission of greenhouse gases from landfill
- Contribute to the adoption of sustainable farming practices in the South West by producing an affordable, high quality soil amendment
- Create local employment opportunities

The council is a statutory local government authority that delivers effective, efficient and environmentally sound waste management practices.

The primary purpose of BHRC is waste recovery and disposal. It is not responsible for waste collection services, which remain the responsibility of individual councils.

POLICIES AND OBJECTIVES

BHRC's Quality Management System policy is to achieve sustained, profitable growth by providing services which consistently satisfy the needs and expectations of its customers and suppliers.

This level of quality is achieved through adoption of a system of procedures that reflect the competence of the Company to existing stake holders, potential customers, contractors, suppliers and independent auditing authorities.

Achievement of this policy involves all staff, who are individually responsible for the quality of their work, resulting in a continually improving working environment for all.

The objectives of the Quality Management System are:

- To maintain an effective Quality Assurance System complying with ISO9001 (Quality Systems).
- To achieve and maintain a level of quality which enhances the Company's reputation with customers, suppliers and stakeholders.
- To ensure compliance with relevant statutory and safety requirements.

Definitions	
Asset Inventory	This is a list of a company's assets such as alarms; storage, personnel, information database, laptops, mobile phones; and a note of who takes responsibility for this.
Aspects and Impacts Register	The ability to assess the areas of a business which may have a detrimental effect on the environment and allows the company to calculate the potential impact on the environment.
Audit	An audit is a review (or a check) of the management system and its compulsory elements. It is a snapshot of the activities that a company undertakes that prove compliance to the standard at the time of the audit.
Certification	Certification is the stamp of approval by a 3rd party organisation to state that 'you are doing what you say you are doing, and proving it'.
Compliance	When a company meets the requirements of either a process or a procedure.
Continual Improvement	This is an on-going effort to improve products, services or processes by the business. Implementation is putting a decision or plan into effect.
Controlled Document Register	A master list of a company's standard forms, including each form's individual reference number and date it was issued throughout the company.
Corrective Action	A plan created by management to address when something goes wrong (i.e. non-conformance). Corrective actions lead to continual improvement.
Document Control	Ensuring that the most current version is in use by issuing a document with a reference and issue number so that the correct version of the document is used at all times.
Initial Assessment	A report on where a company currently stands, and where they need to be, against the compulsory elements of the standard/s.
Management Review Meetings	This is a meeting to evaluate the management system that a company has in place at planned intervals and includes the assessment of opportunities for improvement through effective objective setting.
Management System	A management system is a proven framework to continually improve/monitor an organisation with any given focus i.e. quality management.
Non Conformance	When something happens within the business that shouldn't have happened and once recorded provides an opportunity for improvement.
Preventive Action	An action undertaken to lower the risk of potential issues i.e. installing computer back up to ensure nothing is lost.
Process	A process is a series of actions completed to achieve a desired outcome, with a focus on satisfying the customer.
Procedure	A procedure is a set way of doing something and is driven by the completion of a task with a focus on satisfying the rules.

Record Control	A record is a completed document (see Document Control). Record control is the method by which a company makes finding individual records efficient. It can also refer to how it files, removes and destroys individual records.
Internal Review	This is an in-depth review of a company's management system, to ensure it is on track for the end of year re-certification audit. This also ensures the company satisfies internal audit requirements laid out in the standard.
Standard Operating Procedure	A formal document describing an organisation's working instructions and how to follow them.
Standard Form	A form/document that you use on a regular basis (i.e. a training record).
Re-Certification Audit	A formal evaluation of a company's management system to ensure full compliance is met to allow for the re-certification for a further year.
Internal Auditing	An internal review of a company's activities against the individual processes or procedures, normally conducted by the company's own staff.
Risk Assessment	To assess potential risks relating to a company and calculating the risk that it could have on your business, customers and /or employees.

QUALITY SYSTEMS

Definition

Quality Management	<p>The act of overseeing all activities and tasks needed to maintain a desired level of excellence.</p> <p>This includes creating and implementing quality planning and assurance, as well as quality control and quality improvement</p>
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This Quality Management System applies to all activities of the BHRC, and has been developed in accordance with ISO:9001. The Quality Management System is fully documented and structured in 3 levels:

Level 1: Quality Manual

This document details the corporate quality policy and structure of the Company and references appropriate Operating Procedures.

Level 2: Operating Procedures

These documents describe the actual process, and controls applied, to all activities concerned with the attainment of a quality assured contracting service.

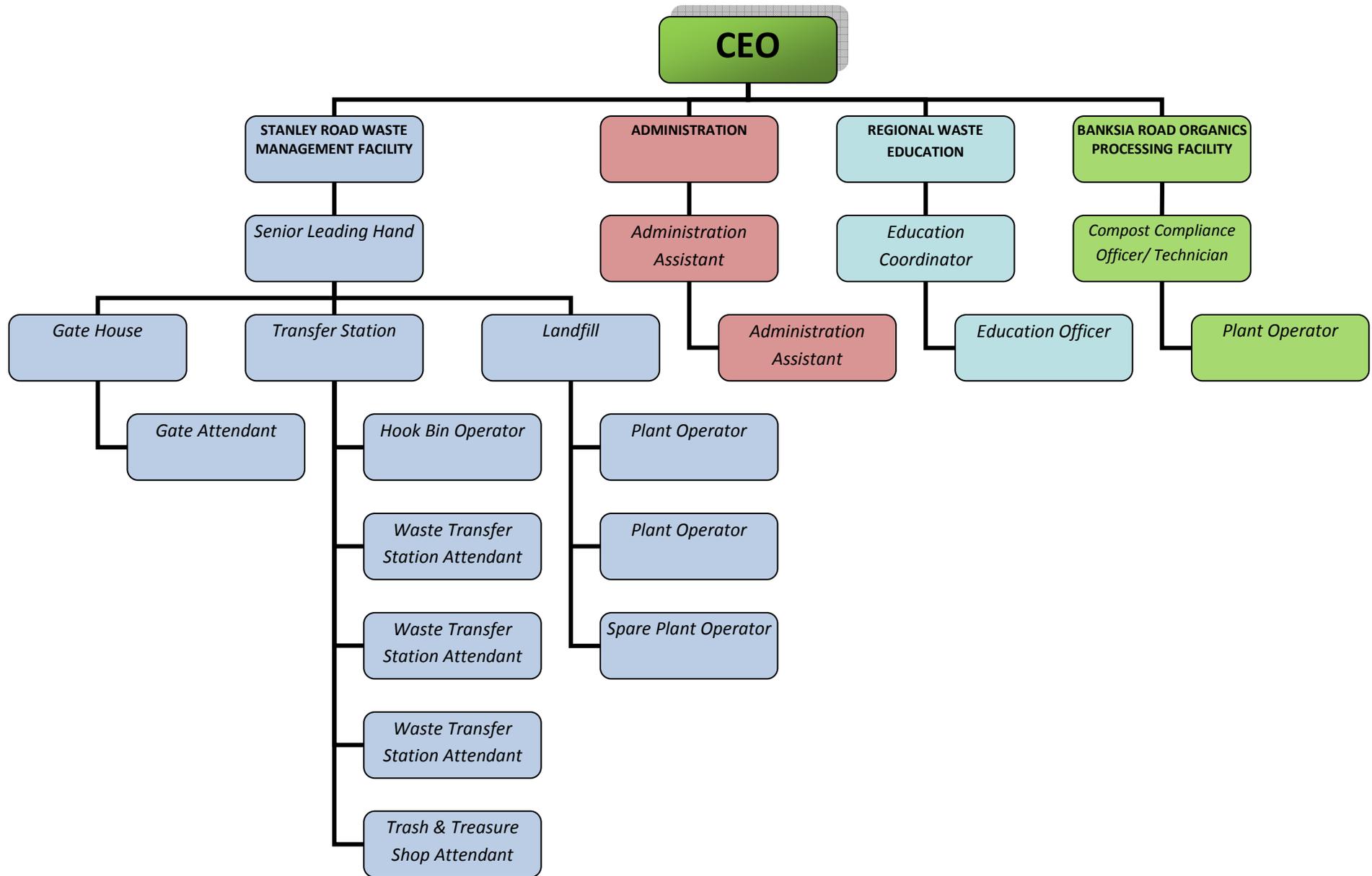
Level 3: Quality Planning

Stakeholder satisfaction and quality are achieved by operation in accordance with the documented quality system. Specific requirements are identified and documented allowing these requirements to be communicated and achieved, ensuring satisfaction of all stakeholder needs.

COMPLIANCE WITH ISO:9001 (Quality Management Systems)

This Quality Management System is structured with policy statements relating to each area of activity being within the relevant Operating Procedure.

Attachment 1



AUTHORITY AND RESPONSIBILITY

AUTHORITY

All staff has the authority to perform their allocated responsibilities. The following provides a summary of the principal responsibilities of each job role, and these are clarified in greater detail within the Operating Procedures.

All staff shares the authority and responsibility of identifying noncompliance's or possible improvements, and recording these instances such that corrective action can be taken, both to rectify the immediate situation and to prevent recurrence.

The CEO continually reviews the company's resources to ensure that adequate staff, equipment and materials are available to meet customer requirements.

RESPONSIBILITY

Chief Executive Officer

- Approval of the Quality Management System
- Management Review
- Overall Management:
 - Stanley Road Waste Management Facility
 - Banksia Road Organics Processing Facility
 - Administration Staff
 - Education Officers

Stanley Road Waste Management Facility - Senior Leading Hand

- Supervisor of:
 - Gate House
 - Transfer Station
 - Landfill

Banksia Road Organics Processing Facility - Compost Compliance Officer / Technician

- Supervisor of:
 - Plant Operators

MANAGEMENT REVIEW AND INTERNAL AUDIT

The objectives of Management Review are:

- To establish that the Quality Management System is achieving the expected results and meeting the Company's requirements, continuing to conform to the Standard, continuing to satisfy the stakeholder needs and expectations, and functioning in accordance with the established Operating Procedures.
- To expose irregularities or defects in the System, identify weaknesses and evaluate possible improvements.
- To review the effectiveness of previous corrective actions, and to review the adequacy and suitability of the management system for current and future operations.
- To review any complaints received, identify the cause and recommend corrective action if required.
- To review the finding of internal/ external audits and identify any areas of recurring problems or potential improvements.
- To review the reports of nonconforming items and trend information to identify possible improvements.

Internal audits of the Quality Management System are undertaken at least once per annum to confirm that the function concerned is adhering to BHRC's Procedures. A comprehensive Audit Programme is compiled at least a year in advance however, should particular needs be identified, and the frequency of audit may be increased at the discretion of the CEO.

Audits are undertaken by auditors who are trained in auditing and not directly responsible for the functions being audited within that Company. Non-conformance observed is brought to the attention of the person responsible, and is recorded, documented and subject to timely corrective action to ensure full rectification.

CONTRACT REVIEW

Once a proposal is accepted by the customer, or an order is placed, it is recorded and reviewed to establish that the requirements of the order are adequately defined and documented, any differences from the proposal are resolved, and the Company is capable of fully satisfying the requirements.

DESIGN CONTROL

All Design activities are strictly controlled to ensure that the design output information complies with requirements, and all design input data.

The design input and output items are documented and all items of design documentation and notes are recorded in a design project file. Design output documentation is produced and reviewed to ensure that it:

- meets the design input
- references the appropriate criteria

- identifies all of the characteristics which are critical to the safe and effective operation of the system(s).

All changes to the design criteria, input or output are subject to strict review and documentation control procedures.

DOCUMENT AND CHANGE CONTROL

Clause 4.2.3 of the ISO 9001 standard requires:
“that documents used by an organization’s QMS be controlled”

All documentation utilised within the Company related to the management system itself, or to the execution of individual client contracts is controlled to ensure that it is issued to the appropriate personnel, under the correct level of authority, is revised and reissued as necessary, and all obsolete versions are removed from the point of use.

Such documentation typically includes:

- Specifications
- Customer Orders,
- Plans/ Drawings
- Quality Assurance Manual/ Operating Procedures
- National/ International Standards
- Codes of Practice.

External suppliers of documentation are contacted regularly to ascertain that the documents held remain current. The distribution of standard documents is controlled and recorded on Distribution Lists, which also show the current issue status. The Distribution Lists are reviewed and updated as changes occur. All changes to documents are reviewed and approved by the person responsible for the original issue and, where appropriate, the nature of the change is indicated on the document. Master copies of the revised documents are retained as records of the changes and renewed as necessary to ensure clarity.

PURCHASING

All BHRC employees shall observe the highest standards of ethics and integrity in undertaking procurement activities and act in an honest and professional manner that supports the standing of the BHRC in compliance with the Council’s Code of Conduct.

The purchasing policy is designed to meet the following objectives:

- Provide compliance with the Local Government Act 1995 and Part IV of the Local Government (Functions and General) Regulations 1996 in particular.
- General compliance with the guidelines contained within the Local Government Purchasing and Tender Guide published by the Western Australia Local Government Association (WALGA).
- To deliver a good practice approach in relation to BHRC procurement and that all purchases of goods and services must have the required Council budget appropriation. All purchases which do not have or exceed Council budget appropriation require Council approval.
- Consideration of relevant whole-of-life costs associated with the procurement.

CUSTOMER SUPPLIED ITEMS

Goods received from client (i.e. waste items, equipment being serviced or purchased) are always visually inspected at the receipt stage, with any un-declared non-conformance being immediately reported to the customer.

PROCESS CONTROL

All productive work is planned and undertaken in accordance with the company's procedures. Work instructions are provided by the agreed contract specification and any documents referenced therein, alternatively work is performed in accordance with nationally accepted codes of practice.

RECEIVING INSPECTION

All stores areas are maintained as secure as practical. All items received by the Company are identified and verified in accordance with the requirements of the site and Purchase Order, and are inspected for correct identity, quantity and any signs of damage.

All goods received are documented and, in the event of non-conformance, the items are placed in a reject area or labelled to ensure identification. The extent of the non-conformance is noted and subject to disposition review by nominated personnel.

INSPECTION AND TESTING

Production and measuring equipment held is maintained in good condition, and capable of safe and effective operation within a specified tolerance of accuracy. Test and measuring equipment is regularly inspected or calibrated to ensure that it is capable of accurate operation, by comparison with external sources traceable back to National Standards.

INDICATION OF INSPECTION STATUS

As goods are inspected, the status is defined by location in stores, with all non-conforming items being placed in a reject area or marked as reject for review. The status of work in progress is established by markings or associated documentation recording the inspections undertaken and their acceptability.

HANDLING, STORAGE, PACKAGING, PRESERVATION AND DELIVERY

The identification of materials/ equipment, where it is not obvious, is confirmed by the presence of a manufacturers/ suppliers part number or description label, or other marking for each item. The identification of the item may be on the packaging or on the item itself, and this identification remains in place for as long as possible, provided it does not hamper effective use of the item. Materials and consumables are not identified by the company where they are obvious to a trained/ experienced employee, however, should a risk of misinterpretation exist between two or more types of material these will be marked in a suitable manner to ensure that no ambiguity exists.

All items with serial numbers are recorded individually.

Materials and goods received, whether the property of the company or others, will, as far as practicable, be protected and their quality preserved until such time as they are transferred to a

customer, or disposed of to a third party. The objective is to prevent deterioration and damage whilst in storage, or in the process of transportation, installation, commissioning or maintenance.

RECORDS

Storage facilities are allocated which ensure that all stored records are identifiable and retrievable, and the storage areas are free from damp and other agents which could cause premature deterioration. Where records are maintained on computer magnetic media, these are subject to "back-up" at regular intervals, with the "back-up" information being stored in a protected location to ensure security from loss/ damage of active data.

All records are retained for a minimum of 2 years.

TRAINING

The policy of the company is to ensure that all personnel are trained and experienced to the extent necessary to undertake their assigned activities and responsibilities effectively. The company generally procures and recruits employees capable of meeting the technical, skill, experience and educational requirements of the company's activities.

All staff and senior employees are responsible for recommending the training needs of others, and for ensuring that all employees allocated specific tasks are suitably qualified and experienced to execute those tasks. Once training needs are identified these are provided under the responsibility of the CEO.

Full records are maintained of all training undertaken by employees.

SERVICING

Service and maintenance contracts required are controlled in the same manner as Process Control.