

- xi. Procedures to identify and control use of items and materials.

16.4 Quality Management

The Contractor's Operation and Maintenance Plan will be managed in accordance with good industry practices and as such will be a controlled document under the express control of the Central Control Center.

ISO 9001 accreditation within shall be maintained for any O&M Contract for its day-to-day operation and maintenance key personnel shall be experienced in working for organizations where quality management is a fundamental component.

The overall operations and maintenance shall be fully compliant with ISO 9000 family requirements. The ISO O&M program shall document precisely how the individual quantitative and qualitative performance standards shall be achieved and monitored.

A dedicated, qualified, experienced and trained QA/QC Engineer shall be appointed to be responsible for developing the O&M program and ensuring execution of the Works in accordance with agreed quality and performance requirements. In particular the ISO 9000 requirements for continual improvement shall be implemented.

16.4.1 Contractor Quality Audits

Documented procedures shall be developed for internal quality audits to verify whether or not quality activities and related results comply with planned arrangements and to determine the effectiveness of the quality system.

Internal quality audits shall be scheduled on the basis of the status and importance of the activity to be audited and shall be carried out by personnel independent of those having direct responsibility for the activity being audited. Unless otherwise agreed with the DMAT in writing, a quality audit shall be carried out every three months.

The result of the audits shall be recorded and brought to the attention of the personnel having responsibility in the area audited. The management personnel responsible for the area shall take timely corrective action on deficiencies found during the audit.

Follow-up audit activities shall verify and record the implementation and effectiveness of the corrective action taken. The results of the Contractor's quality audits shall be submitted for review by the Engineer.

Where applicable, the Contractor shall allow the Engineer to observe the Contractor's internal audit upon request.

16.4.2 DMAT / Consultant Quality Audit

The DMAT / Consultant will take quality audits at any time and all O&M personnel and facilities shall be made available to the DMAT / Consultant as necessary.

The DMAT / Consultant shall make the results of the quality audit available for information and any recommendations made by the Engineer based on the results of the Engineer's quality audit shall be implemented or actioned accordingly.

Where the DMAT / Consultant undertake unscheduled audits on the contractor's QA system as a consequence of previously having evidence of non-compliance with the QA system, O&M Contracts will be penalized in accordance with the Contract documentation.