

16 QUALITY MANAGEMENT

16.1 Objectives

A Quality Management System (QMS) is a management technique used to communicate to employees what is required to produce the desired quality of products and services and to influence employee actions to complete tasks according to the quality specifications.

“A set of coordinated activities to direct and control an organization in order to continually improve the effectiveness and efficiency of its performance”

QMS is a ‘system for monitoring and evaluating performance, as in the delivery of services or the quality of products provided to consumers or customers.

16.2 Quality Management System Implementation

The Quality Assurance System shall be at least equivalent to the requirements set out in BS EN ISO 9001:2008 Quality systems - model for quality assurance in design, development, production, installation and servicing (‘ISO 9001’) or an accepted international equivalent as applicable to the Contract.

O&M services and other obligations shall be in accordance with the Quality Assurance Systems certified by an accredited certifying body in compliance with the requirements of ISO 9001.

Also refer to Appendix E for schedule of typical QMS documentation.

Operating procedures and work instructions shall be developed that define the quality, environmental impact and the health and safety of staff and the public. Procedures and Work Instructions shall:

- a) Monitor, measure and ensure that performance complies with stated regulatory, quality, environmental and safety requirements
- b) Include identification of key process characteristics and performance indicators
- c) Ensure monitoring and control of suitable process parameters and product characteristics
- d) Include safety workplace hazard inspections and health surveillance
- e) Ensure application of effective actions where non-conformance identified
- f) Ensure suitability of measuring devices
- g) Ensure suitability of plant (including maintenance to ensure continuing process capability)
- h) Approval of processes and equipment where necessary
- i) Include measures to eliminate or minimize risks
- j) Include accident and incident reporting, rehabilitation, risk management and certification of personnel to operate certain plant and processes
- k) Describe criteria for workmanship in the clearest possible manner

Where the results of processes cannot be fully verified by subsequent inspection and testing of the product and where processing deficiencies may become apparent only after the product is in use, the processes shall be carried out by qualified personnel and continuously monitoring and process parameters controlled, to ensure that the specified requirements are met.