Quality Management System Manual
Introduction

Valley Industries Limited has developed and implemented a Quality Management System Manual in order to document the company's best practice and enhance customer satisfaction.

This manual is used externally to introduce our Quality management System to our customer’s interested parties and other external organisations.

Valley Industries Ltd is a not-for-profit community based organisation that has created a range of support and employment options for people with disability to enable them to become valuable members of our community while contributing to the social, economic and lifestyle fabric of the Manning Valley and Great Lakes since 1971.

With over 40 years’ experience in providing training, employment, day programs and recreational activities to people of the Manning Valley and Great Lakes, Valley Industries can offer a unique person-centered service to those looking for support. Valley Industries continues to grow and expand to be able to offer new opportunities, services and supports to the more than 150 people across the organisation.

Welcome to the Valley Industries Business Enterprise Centre. Established since 1971 we offer through our business enterprise division, supported employment to people with disability. Conveniently located at the corner of Whitbread and Muldoon Streets, Taree, our knowledgeable, friendly staff offers expertise as well as expert advice on a diverse range of products.

Products and services include:

Nature’s Care Nursery – we stock a comprehensive range of retail and wholesale native and exotic plants, trees, herb and vegetable seedlings as well as mulches, soils, potting mixes and giftware.

Our Valley Secure Document Services has been servicing businesses in our local area for more than 10 years. Turn your old paper files into data and have them saved onto a device of your choice: flash drive, CD, etc., saving you costly storage. Once scanned and saved, your old files can be destroyed through our document destruction service.

The Timber Products Division manufacture sustainable hardwood timber pegs, stakes, pallets, crates and our expanding selection of outdoor furniture.

You’ll notice our happy crew from the Complete Grounds Care Division around town. We do mowing, garden maintenance and carry out restoration of urban and rural properties

Valley Bee Keeping Supplies, located at the main site at 70 Whitbread Street, stocks and supplies all the equipment and bees you’ll need to start or expand your hives.
Valley Vintage, located at 57 Pulteney Street. Come and see our large range of preloved clothes, furniture and bric-a-brac.

Valley Laundrette, located in 10a Elizabeth Ave, Taree is the newest business in our group. We are able to wash/dry/fold and iron just about anything including all your bulky goods.

Valley Café, located in Manning Street. Serves a selection of food and beverages and provides catering for functions.

Intalink Therapy Solutions has provided paediatric and adult therapy services in the Manning Valley for a number of years and is a division of Valley Industries Ltd since 2012.

Our multidisciplinary team includes:

- Paediatrician
- Paediatric Psychiatrist
- Clinical and Registered Psychologists
- Occupational Therapist
- Speech Therapist
- Physiotherapist
- Dietitian

Our team of health professionals have qualifications, experience, and skills in a range of specialised allied health areas offering assessment, diagnosis and treatment of either mental health issues for all ages. We provide the diagnosis and treatment of a range of childhood difficulties including development difficulties, delays, autism spectrum disorders, ADHD, and learning difficulties. At Intalink Therapy Solutions our therapists work with parents and carers to develop the best therapy plan for your child.

Children seeing using Therapist at Intalink Therapy Solutions can access FaCHSIA funding such as Better Start for children with disability, and Helping Children with Autism is available at Intalink Therapy Solutions.
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Quality Management System Manual

1 Scope

1.1 General

This document sets out the policies, procedures and strategies adopted by Valley Industries Ltd throughout its Australian Disability Enterprise (ADE) and Intalink Therapy Solutions service provision, which forms the requirements of Valley’s Quality Management System. The quality management system meets the requirements of ISO 9001:2015 international standards.

The provision of supported employment through Australian Disability Enterprise business includes the following enterprises:

- Complete Grounds Care- Provision of lawn care and grounds Maintenance.
- Timber Products-Manufacture of survey stakes, garden stakes, repackaging of aluminium slugs as an insourced services. Including design and development.
- Bee Keeping- Provision of bee products, bee keeping and processing equipment including the processing of honey
- Valley Secure Documents Services- Provision of scanning and data storage, secure document. Scanning and shredding of documents
- Nursery- Retail or wholesale plant and plant care products and garden accessories
- Valley Vintage- Op shop sale of second-hand goods and commercial rags
- Valley Linen Service- provision of professional laundry services for domestic and commercial purposes.
- Valley Café- Serving of meals and beverages to the public including catering for functions
- Intalink Therapy Solutions- Provision of paediatric and adult therapy services

1.2 Application

Valley Industries Ltd has determined that the following requirements are applicable and no exclusions are required.
2 Normative References

- National Disability Services (DSS) – An Australian national quality standard for the disabilities service sector.

- ISO 9000:2005 Quality Management Systems – Is an international standard, which provides the essential concepts and terminology needed, to enable an organisation to demonstrate consistent service/product delivery and enhancement of customer satisfaction.


- ISO 31000:2009 Risk Management – Are coordinated activities to direct and control an organisation with regards to risk.

The following specifications are for reference only:

- ISO 15489-1:2016 Information and documentation – Records management
- AS/NZS 4801:2001 Occupational health and safety management systems
- AS/ANZ4146:2000 Laundry practice
- AS 4068 standard pallet design specifications
- AS 4762 General Purpose flat pallets principal dimensions and tolerances
3 Terms and Definitions

This sections defines words or phrases unique to Valley Industries Ltd

**Contract** – Any purchase or sales agreement whether written, verbal, expressed or implied, by legal document, order form, facsimile, email, telephone or other electronic medium e.g. website purchase.

**Quality** – The degree to which a set of inherent characteristics fulfils requirements.

**Quality Control** – A process for maintaining standards of quality that prevents and corrects change in such standards so that the resultant output meets the customer needs and expectations.

**Quality Assurance** – Quality assurance (QA) activities do not control the quality. They are planned systematic activities which provide adequate confidence that the organisation will fulfil requirements for quality. QA is a post event verification approach applied to physical products or services in post-production to verify they meet specifications e.g. internal audits.

**Quality Action Report** – a form completed when a nonconformance, customer complaint or quality assurance issue has been discovered or a ‘major’ nonconformance has occurred during product realisation.

**Customer** – An organisation or person that receives the product.

**Customer supplied product** – is product owned by the customer and furnished to the supplier. The supplier, upon delivery, accepts responsibilities for prevention from damage, and for identification, maintenance, storage, handling and use while that product is in the supplier’s possession e.g. ‘Jamestrong’ is a customer that supplies slugs and drums (product) for packaging by VI workers.

**Document** – Information and its supporting medium i.e. Record, specification, procedure document, drawing report, standard.

**Record** – Document stating results achieved or providing evidence of activities performed.

**Contractor** – an organisation or person that supplies a service which maintains an organisation’s infrastructure.

**Supplier** – an organisation or person that supplies a product.

**Objective** – a desired outcome.

**Interested Party** – a person or group having an interest in the performance or success an organisation.

**Policy** – A commitment, intention of action adopted or proposed by an organisation or individual.

**Procedure** – Specified way to carry out an activity or a process.
Conformity – the fulfilment of a requirement.

Nonconformance – the non-fulfilment of a (product) requirement.

Corrective Action – Action to eliminate the cause of a detected non conformity and rectifying the issue to ensure it does not reoccur.

Preventative Action to eliminate the cause of a potential non conformity before a problem arises.

Rework – Action on a nonconforming product to make it conform to requirements

Risk Management – a component of management involving coordinated activities within Valley’s ERM Framework concerned with the effect of uncertainty of Valleys stated strategic and operational objectives.

Quality Management – Coordinated activities (quality/policy objectives/planning/control/assurance) to direct and control an organisation.

Participant – A supported worker employed under the Valley Industries Enterprise Agreement 2014 agreement and framework.

Top Management – a person or group of people who direct and control an organisation at the highest level.

Employee – any person undertaking employment activities within the Supported Employees Services Employment Award 2010.

Worker – A term which includes both employees and participants.
4 Context of the organization

4.1 Understanding the organization and its context.

Valley Industries currently demonstrates the current organization structure. VI identifies ensures all relevant and environment issues and concerns pertaining to the situation are identified, both internal and external within a quality management system. This is carried out by all Business Unit (Sustainability) Managers and staff. Making sure we meet the expectations of all interested parties contributes to the achievement of sustained success by the organization.

External
- the cultural, social, political, legal, regulatory, financial, technological, economic, natural and competitive environment national, regional or local;
- key drivers and trends having impact on the objectives of the organization;
- relationships with, and perceptions and values of external stakeholders

Internal
- organizational structure, roles and accountabilities;
- policies, objectives, and the strategies that are in place to achieve them
- information systems, information flows and decision-making processes
- relationships with, and perceptions and values of, internal stakeholders
- The organization’s culture. Tool box talks
- Six standards, guidelines adopted by the organization;

4.2 Understanding the needs and expectations of interested parties

Valley Industries procedure for identifying and engaging interested parties within this quality management system will include, but is not limited to, team meetings, verbal/non-verbal communication and information sheets. Once consultation or engaging those who have an interest the delivery will include:
- Using existing feedback and reporting templates and documentation
- Utilise documentation such as meeting reports, minutes, communications logs, policies and procedures.
- Hold meetings for outstanding items and closed off outcomes
- Social media ie: website, Facebook page and Valley vibes
4.3 Determining the scope of the quality management systems

4.3.1 General

The QMS documentation includes:

- A documented Quality Assurance Policy and Quality objectives
- The Quality Manual
- Documented procedures
- Documents identified as needed for the for the effective planning, operation and control of our processes
- Quality records

4.4 Quality Assurance

Our Policy and Commitment goals are achieved by the support of every member of the Company; Quality is communicated from top management to everyone, making quality everyone’s business at Valley Industries Limited.

4.4.1 Commitment

- Achieve excellent participant outcomes
- To satisfy all our customer requirements through, production, manufacture and service delivery.
- To achieve the best quality product available, coupled with the attainment of excellent delivery times and price, thus meeting the needs of our valued customers in all aspects.
- To maintain and improve stable, long term relationships with both customers and suppliers.
- To ensure that we remain a profitable financially viable organisation thus growing locally and throughout the region.
- We believe it is top management’s responsibility to ensure overall growth and improvement and to achieve targets set by monitoring and maintaining our customer’s needs and expectations.

4.4.2 Vision

Valley Industries Limited’s vision is to provide the highest standard of service to our participants by ensuring its enterprises have the best quality, lead times, and service.

Our External Customer Satisfaction is achieved by;

- Monitoring lead times to ensure our customer expectations are met, using a customer feedback process and order requirements.
4.4.3 Aims

To maintain and improve financial viability each year

This is achieved by:

- Setting goals and objectives through budget forecasts, profit and loss monitoring and ongoing checking of costs of production
- Maintaining and upgrading of machinery and facilities
- New employee induction and continuous training
- Communication with all workers, employees and participants on a regular basis
5 QUALITY SYSTEM

5.1 Quality Manual

This Quality Manual has been prepared to describe Valley Industries Ltd. The scope of the Quality Management System (QMS) is described in section of this manual, along with referencing the procedures relative to their requirements.

5.2 Quality management systems and its processes

The Quality Management System consists of three core components – quality manual, policies and procedures;

- **Policies**: Setting the commitment and strategies
- **Procedures**: How to undertake the system strategies
  - Task Analysis (TA)
  - Safe Work procedures (SWP)
  - Job Safety Analysis for tasks / equipment (JSA)

Associated documents

<table>
<thead>
<tr>
<th>Forms &amp; Charts</th>
<th>Registers &amp; Reports</th>
<th>Schedules</th>
<th>Database</th>
</tr>
</thead>
<tbody>
<tr>
<td>Used for documenting</td>
<td>Used for filing documentation</td>
<td>Used for time frame management</td>
<td>Used for timeframe alerts</td>
</tr>
</tbody>
</table>

Quality Management System Plan (Manual)
Booklet summary of system for dissemination to clients

System Methodology (processed based quality management system).

**Plan**: establish the objectives, resourcing and processes necessary to deliver results in accordance with customer requirements across our product and service provision.

**Do**: implement the processes.

**Check**: review, monitor and measure processes and product against policies, objectives, and requirements for the product and report these results.

**Act**: take actions to continually improve process performance.
Related Policy or Procedures or Documents

9.01.01 Standard 8-Procedur Document Format Control
Standard 7- Register of Records
7.03.3 Tool box Talks
1.05 Standard 1 – Policy Privacy and Confidentiality
1.02 Standard 1- Mission Vision & Values
6.12 Standard 6 - Delegation of Authority
6.17 Standard 6 - Budget Management
Policy and procedure manual location HR Office
6 Leadership and Organisation

6.1 Leadership and Commitment

6.1.1 General

Top Management at Valley Industries Ltd is actively involved in the development and implementation of the QMS and continually improving and reviewing its effectiveness through the provision of:

- Commitment of service excellence to participants
- Ensuring that the quality objectives are established
- Conducting quarterly management reviews
- Establishing a quality policy with clear objectives
- Communicating to the organisation the importance of meeting customer, legislative, regulatory requirements, and our own quality standards
- Ensuring the availability of adequate resources
- Effective flow of inputs and outputs in addressing risks and opportunities
- Effective communication without organisation hierarchy barriers

Valley Industries believes that performance management and review is an important component of supporting staff in their work, ensuring accountability for work performed and identifying the professional development needs of staff, along with plans for improvement.

This program is a continuous formal process of staff development and assessment of work performance through:

- Regularly review, and develop agreed realistic expectations in relation to an employee’s (or participant’s) position description, and key competencies against which a self-assessment can be made.
- Identify training needs and development opportunities
- Set priorities and key performance benchmarks for the coming period.

6.1.2 Participant Focus

Valley Industries shall ensure that participants receive services that exceed their expectations. Participant satisfaction is at the core of our business.
6.1.3 Customer Focus

Valley Industries shall ensure that customer requirements both current and future shall be determined and identified to meet and exceed customer expectations. This philosophy shall be the expected attitude of our employees, services users and staff.

6.2 Quality Policy

6.2.1 Participating in the quality policy

Top management recognises that the quality policy and commitment goals are every person’s responsibility and are achieved by the support of every member of VI. Top management will ensure this policy is disseminated to all employees, services users and staff. Each business unit manager will nominate staff to participate in the quarterly WHS/Quality meetings.

6.3 Organization roles, responsibilities and authorities

An organisational chart has been established to define the interrelationship of employees in the organisation. Delegation has been given with the authority of overseeing all planning, implementation and reporting of sustainability efforts. Tiered delegated authorities have been established which defines the financial authority of each of the positions across the organisation.

6.4 Management Representative

Top Management has appointed a management representative (see the organisational chart) who has the responsibility and authority that includes:-

Ensuring that the processes needed for quality of the organisations management who, irrespective of to their responsibilities’ shall include:-

- ensuring that processes needed for the quality management system are establish implemented and maintained;
- reporting to top management on the performance of the quality management system and any need for improvement, and;
- Ensuring through the promotion of awareness of customer requirements throughout the organisation through regular consultation with employees.

Related Policy or Procedures or Documents

Employee Orientation and Induction Handbook
Organisational Chart page 5
Job Descriptions
6.07 Delegated Lending Authority Policy
Organisation Structure
7 Planning for the quality management system

7.1 Actions to address risks and opportunities

Valley Industries determines the risks and opportunities for quality management systems for internal and external issues. Risk management procedure plan and risk registers and have been implemented for each business unit to address risks and opportunities that are proportionate to the potential impact on the conformity of products and services. *REF ISO 15489-1 2016*

The quality system is designed to continuously identify risks, treatment and review them in context across both our strategic and operational areas; and confirms Valley Industries’ commitment to operating an enterprise risk management regime in order to achieve an appropriate balance between realising opportunities for gains and minimising losses.

7.2 Achieving Quality Objectives

Top Management’s commitment to meet quality requirements, through a process of continuous improvement and to ensure the effectiveness of Valley Industries Quality Management System. To achieve this, a centralised Quality Objectives and Targets Report have been established. *From time to time Every quarter* management will review this [Report to ensure the current objectives and targets are relevant and being achieved.](#)

- Valley Industries being a quality Australian Disability Enterprise that has the resources and skills to provide people with a disability participants with a range of employment options in occupations that meet their individual needs, capabilities, and align with their first choice field wherever possible. Safety is the key driving factor for this objective and choice.
- Valley Industries being serves as a training facility for participants people with a disability.
- Valley Industries providing quality, manufacturing, assembly, packaging, and ancillary services to both the public and private and commercial sectors.
- Obtaining and maintaining ISO 9001 accreditation for Valley Industries and subsidiary as a whole.
- Remaining compliant and ensuring compliance with our obligations in all legislative, statutory and regulatory requirements.
- Providing quality of service and reliability that equals or surpasses the expectations of our customers.
- Making sure all employees are aware of our policy and accept their responsibilities.
7.3 Planning of changers

Objectives and targets shall be established as the founding for our company’s commitment policies/statements and as such, this management system.

Further objectives relating to specific areas/occurrences, prevention or corrective actions are to be established within the meeting forums. Each item shall be designated an authorised responsible person’s and timeframe; such shall be documented within the meeting minutes. Reviews shall be undertaken in accordance with the individually set timeframes and minuted at the meetings.

Related Policy or Procedures or Documents

9.03 Quality Objectives and Targets Report
Valley Industries ERM Policy
Valley Industries Ltd Risk Management Procedure Plan
Risk Management procedure
Risk register
8 Support

8.1 General

Valley Industries has implemented a quality management framework which ensures adequate resources are provided to implement and maintain the system; and strives to continually improve its effectiveness, intrinsically enhancing customer satisfaction by continually meeting their requirements.

8.2 People – Leadership (at time of manual approval, names may change but contact numbers should remain consistent)

Trent Jennison – Chief Executive Officer
Tim Welsh – All Factory Sales 02 65528807
Josh Duncan – Nursery 02 6552 8848
Ben Welsh – Complete Grounds Care 026552 8868
Gary Jeffress – Business Office Services 026552 8811
Mark Page – Bee Products 02 6550 8809
Rob Gander – Café, Launderette, and Op shop 026552 3176
Sarah Green – Intalink Services 02 6551 771

8.3 Infrastructure, Resources

Valley Industries has implemented a quality management framework which ensures adequate resources are provided to implement and maintain the system; and strives to continually improve its effectiveness, intrinsically enhancing customer satisfaction by continually meeting their requirements.

Resources Statement

- All plant and equipment involved in the production and manufacturing process is owned by Valley Industries.
- We own the following properties: 70 Whitbread Street and Cooinda Building (same site), 51 and 49 Wynter street, and 5 Macquarie Street and 10A Elizabeth St.
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- Valley Industries uses Australia Post as the preferred courier. An outward going mail register of all tracking numbers is kept by relevant department where that courier is utilised.

- Valley has 38 multiple (~106) networked computers running various programs such as NAV, CIMS and My Practice and we use Microsoft Office software.

- The Safety Management System included the regular provision of internal maintenance and safety compliance assessments by all businesses and sites within Valley.

- A full system back up is undertaken each night (Monday to Friday) and the physical tape backup hard drive is held onsite in a fire rated safe as part of our disaster recovery planning.

- We engage the service of primary IT Vendor named ‘Active Computers’ as the key service provider for all out support and maintenance of out IT infrastructure (hardware and software). Key servers have UPS redundancy built in to allow continuity of business in event of an unforeseen power outage to allow for an uncorrupted shutdown of the servers.

- There is a dedicated onsite training room at, Intalink Services conference rooms are available and have visual presentation equipment, TV, Video, DVD and white board.

- A company owned fleet of vehicles providing ‘door to door’ transport services for our participants and for general operation of our businesses. The fleet comprises of around 30 (thirty) multiple vehicles (~30): ranging from commercial vans, busses (light and medium rigid), a ‘Pantech’ truck, utes, a front end loader, forklifts, to Zero turn mowers.

- Internal communications comprises of intranet and internal email, key memorandum is circulated by top management or meeting minutes in both hard and soft copy and WHS minutes are disseminated both via the Information kiosk in the Canteen area and in softcopy.

- General inquiries can be directed to all or any of our administrative staff 026552 8888. If further assistance is require, please contact leadership as listed above;

  Trent Jennison — Chief Executive Officer
  Tim Welsh — All Factory Sales 02 6552 8807
  Josh Duncan — Nursery 02 6552 8848
  Ben Welsh — Complete Grounds Care 02 6552 8868
  Garry Jefferies — Business Office Services 02 6552 8811
8.4 Equipment Performance - Measurement traceability

*This standard is also covered under 9.9 Performance evaluation 9.9.1. Monitoring measurement, analysis and evaluation.

Valley shall use various means for the monitoring and measurement of equipment. Where necessary equipment used to calibrate or measure shall:

- Be calibrated in accordance with the manufacturers requirements and records are maintained by the maintenance and logistics manager.
- Calibration and/or verification shall be completed prior to use and thereafter at intervals specified by the manufacturer/supplier of the equipment

Where plant or equipment is hired, VI Operations manager or delegate shall ensure that the supplier verifies that the equipment is in working order.

Related Policy or Procedures or Documents

Non-conformance Reports Procedure
Job Sheet Form
Quality Action Report Form (QAR)
9 Training and Organization Knowledge

9.1 Organization knowledge

Valley Industries ensure that all staff and participates training and upskills are specific to the organization scope, this is gained by experience and knowledge of internal or external sources.

9.1.1 Internal Sources

Including but not limited to knowledge gained from experience, performance developments, lessons learned from failures and successful projects, capturing and sharing undocumented knowledge and experience the results of improvements in processes, products and services.

9.1.2 External Sources

Including but not limited to training, conferences, and meetings, gathering knowledge from customers or external providers. Information available at VI in the form of flow chart, procedures, online or even via verbal instructions provided by the management or other employees. Please note that this information does not pose any restriction on the way the knowledge needs to be available at the place of work.

Policies and procedures do change and update within the Valley Industries considers implementing the changes that are made essential to ensure new information knowledge is required for these changes obtained through provided to internal or external sources.

9.7.2 Competency

9.23 Awareness

The following strategies outline the processes used to identify the training needs for workers performing work affecting the conformity of our product or service requirements; Valley Industries shall employ these strategies to ensure conformity to our product requirements and provide consistent service delivery.

9.3 General Competency Assessment Training

Valley Industries utilises three levels of training assessments (Task Assessments, Safe Work Procedures and Job Safety Analysis) to determine the necessary competence for personnel using plant, equipment and vehicles; and performing work affecting conformity to our product requirements. Valley Industries recognises that through ongoing training, instruction and skills development, we ensure employee and Participants skills are continually upgraded are current, and
Quality Management System Manual

that tasks performed by personnel are carried out with the knowledge and skills according to best practice.

PERFORMANCE MANAGEMENT

Valley Industries believes that performance management and review is an important component of supporting staff in their work, ensuring accountability for work performed and identifying the professional development needs of staff, along with plans for improvement. This program is a continuous formal process of staff development and assessment of work performance through regular review, and

- Develop agreed realistic expectations in relation to an employee’s position description, key competencies against which a self-assessment can be made
- Provides a formal means of recognition of employee achievement
- Identify training needs and development opportunities and set priorities and key performance benchmarks for the coming period.

9.4 INDUCTION (Induction Form HR005)

Volunteers, participants and employees are inducted into VI workplaces.

Induction provided to Participants is designed to ensure they are provided with the knowledge they required including, but not limited to:-

- To perform work in accordance to the appropriate workplace standards duties and responsibilities
- Understand reporting procedures
- Who are key personnel
- What facilities are provided in the workplace
- Emergency procedures
- What their job comprises of and their specific responsibilities
- Any prerequisite training and accreditation requirements
- Quality Assurance and WHS policy
- Policies on discrimination, bullying, harassment, confidentiality and equal opportunity
- Code of Ethics and Service Charter
9.5 Skills Development and Training

Valley Industries offers skills development opportunities to all employees. Opportunities for development will be employee centric and individualised with consideration given to statutory and industry requirements. Valley is committed to ensuring training is both appropriate and successful. Participants and staff have a minimum of at least one opportunity per year to discuss desired skill development during the appraisal process, although most staff are encouraged to come to HR if there is some task they would really enjoy being trained on. A skills gap analysis is done at that time and try to help participants and staff to pursue their career goals within the limits of Valley Industries and whether such a change is practical, and as such, employees selected for training will be at the assessment and discretion of Top Management.

The Training Officer Human Resources is responsible for the identification and maintenance of training records for all participants and employees. Physical records of training completed for employees will be held in locked filing cabinets in the Training Officer’s Office Human Resources. The Human Resources Officer will ensure all employee training records (accreditation records) are entered into the Navision database and the physical records of such training files stored in the locked filing cabinets in this Officer’s Office. Participants training files (WAT Folders) shall be held in a locked cabinet in the administration area. Comparable electronic training records will be entered into the appropriate CIMS or FOFM’s database.

Related Policy or Procedures or Documents

- HR 012 Performance Appraisal Form
- HR Induction Handbook
- HR Employee Orientation and Induction procedure
- VI Volunteer Handbook
9.7.4 Communication

Valley Industries will adopt the following formats for communicating with internal and external interested parties. VI will determine on what source is needed to communicate with:

- Office Electronic email
  - Internal and external distributed, to be digitally ‘signed’ sending persons
  - Emails are to be used to inform all interested parties regarding:
    - Upcoming events or training
    - Changes to legislation, procedures or processes
    - Scheduled meetings
    - Incident or hazard awareness
    - General workplace information and communications

- Meeting Minutes
  - All Management Review Meetings shall be minuted and signed off by the management representative.
  - WHS Safety quarterly Committee meeting minutes meeting minutes shall be posted on notice boards;
  - Toolbox meeting minutes for applicable departments
  - Production Team Weekly meeting minutes
  - And other routine business communication
  - Circulation of minutes from the Business Unit Monthly Management Review Meetings

- Reports
- Invoices
- Service agreements
- Job sheets

Informal communications such as job updates or workplace discussions shall be documented in Management diaries (where relevant).

To be effective in this communication process VI will provide employees with the ability to build trust with the interested parties, transmit and receive information effectively and act accordingly to standards, and have an understanding of customer satisfaction.
10.1 General

The QMS documentation includes:
- A documented Quality Assurance Policy and Quality objectives
- The Quality Manual
- Documented procedures
- Documents identified as needed for the effective planning, operation and control of our processes
- Quality records

10.2 Documentation Creating and updating

Document information are identified in an operational hierarchy of order with reference and identified numbers saved as paper or electronic format. All appropriate documents are reviewed and approved for suitability and adequacy.

- Documented procedure that describes a process, typically a task assessment, see next item.
- Task Analysis that specify how work activities will be performed
- Forms that document activities and deliver evidence of process conformance.

10.3 Control of documented information

Valley Industries will employ the following strategies to ensure that the correct version of system documentation is available, that such documents are approved for adequacy prior to issue and any amendments are properly controlled;

Valley Industries Ltd will collect information about consumers which will assist staff to provide them with the services support consistent with their needs, (subject to funding availability) and to meet our standards

- All documents the Senior Quality Manager will approve all documents for adequacy prior to issue
Quality Management System Manual

- All changes must be approved by Management and/or where applicable other appointed committee or representative prior to issue.

- A master Register of Records will be retained internally.

- Obsolete documents will be promptly withdrawn from use at all point of issue. Retention of obsolete document will be at the discretion of the CEO or delegate.

- All documents will be issued in PDF format to a designated internal intranet drive.

- A server level backup of relative system templates/data will occur at regular intervals.

10.4 Privacy Statement

Valley Industries respects everyone’s privacy and places access control to documentation within our servers. We have three groups to whom we have respect the privacy responsibilities, of our consumers, our participants, employees and our commercial customers. For clarity we have tried to set out the information we collect in two areas. However some of the information collected will, at times, apply to both groups, depending on personal need, the goods or service sought or statutory and legal obligations on Valley Industries Ltd.

10.4.1 Exceptions

Valley Industries Ltd will collect information about consumers participants, which will assist staff to provide them with service support consistent with their needs, (subject to funding availability) and to meet our mandatory legal, statutory, census and funding reporting obligations as an employer, funded disability service and public company.

Requests by a Third Party

Third-party access to information in a commercial customer personal file will only be with the written permission of the commercial customer, such as in the case of providing a credit reference, or on the production of a legally binding court order.

10.4.2 Employee Records Request

Staff and consumers participants have the right to review the information contained in their personnel file and have incorrect information corrected or removed. Staff and consumer files will be kept for a period of seven (7) years.
10.5 Storage

We take all reasonable steps to protect your personal information from misuse, loss, unauthorised access, modification or disclosure. As we may hold personal information on paper or in an electronic format we have physical, electronic and procedural safeguards to protect personal information held.

These include secure document filing and holding facilities, computer system user identification codes and personal passwords. Our staff has been made aware of confidentiality obligations. We use secure methods to destroy or de-identify your personal information provided the information is no longer relevant to any business activities with you, nor required to be kept by any law, legal order or statute.

Our commercial customers have the right to review the information contained in their personal file and have incorrect information corrected or removed. A request for access to your information should be directed to the Chief Executive Officer, at Valley Industries Head Office. Access, after verification, will normally be granted within 5 days.

Related Policy or Procedures or Documents

9.01.01 document format control
1.05 Policy privacy and confidentiality
6.04 Records Management
6.23 IT Security and Back-up
Register of records- M:\Document Management\Master Index

ISO 15489-1 ref only
11 Operation

11.1 Operational planning and control

Valley Industries will ensure quality planning is employed throughout the product lifecycle. We will ensure our commercial off-the-shelf (COTS) goods that we redistribute, are inspected upon receiving them and ensure our build to order products meet their specifications. To ensure the determination of requirements related to the product regarding:

- Quality objectives
- Process control documentation is used as appropriate for company processes that are meant to be consistent and frequent. One off processes do not require a formal documented process unless it becomes something we do frequently.
- Job Sheets, Quality Action reports, and incident reports are used for verification, monitoring, inspection and testing activities for validation of product acceptance against its unique criteria or the failure to meet such criteria.

Where any part of the project or product requires outsourcing any of the components, whether services or product the supplier shall be sources and selected against prescribed criteria in the planning of the product realisation.

11.1.1 Definition

Contract: Any purchase or sales agreement whether written, verbal, expressed or implied, by legal document, order form, facsimile, email, telephone or other electronic medium e.g. website purchase.

Review of the requirements related to the product will ensure that Valley Industries has the capability to supply the product to the customer specification and requirements all contracts of sale shall be reviewed.

There will be nominated personnel responsible either individually or collectively for review of contracts:

- The Board.
- The CEO.
- The Manager Finance.
- The Senior Operations Manager.
- The Quality Manager (where whose scope of responsibility and authority include Valley Skills for Life business).
- Each Business Unit Manager.

All Contracts shall be reviewed to ensure:

- That customer requirements have been adequately defined.
- Any anomalies or variations to achieve this are resolved.
The organisation is able to meet its contractual obligations prior to acceptance.

All contract review shall be documented by Customer Purchase Order Form or;

NAV Generated Quote.

Variations to contract and specifics:

- Telephone or face to face contracts can be taken by staff, however should any variations or anomalies exist further clarification shall be sought from the customer to ensure clarification or correction is required. Contact and changes shall be documented on the appropriate contract (order form) and signed and dated accordingly.

- The due date shall be noted on every order/job sheet; urgent customer orders will have the ‘Must Despatch’ field completed to ensure delivery dates are met.

Legal Register

Valley will establish and maintain a register of statutory, regulatory and legislative obligations for our products and services and shall contain; but is not limited to;

- Industry codes of practice, guidelines, standards
- Acts and regulations
- A narrative to relevance and for its inclusion

Periodically, Valley Industries conducts periodic reviews to determine, monitor, and maintain the currency current version of our legal requirements and reflect any such changes in a register of legal obligations.

Related Policy or Procedures or Documents

Legal Register M:\Management\Legislation

Legal and Other Requirements Monitoring Tool

11.2 Determination of requirements for products and services

Job Sheets are used to ensure the correct job set up is in place, the work is being done to standards and specification, and finally to inspect the quality and conformance of product to those standards or custom specifications.

11.2.1 Customer communication

Valley Industries shall use various methodologies and forums for effective communication with its customer base;
Quality Management System Manual

- Email.
- Phone.
- Fax.
- Social Media (e.g. Facebook).
- Website.
- Use of Valley Industries offices and or boardroom facilities.
- Signage and collateral (e.g. Flyers).
- Administration message taking.
- Catalogue and product flyers.

Our strategies involve ensuring that the customers are provided with:

11.3

Product prototypes or samples and obtain and/or design approval with amendments, prior to product realisation for our non-standard products.

We shall ensure that our vision and services are promoted through:

- Continual training and knowledge building, with continuous evaluation of improvement opportunities as they present
- The provision of adequate resources

9.8.2.2 Determination of requirements related to products and Services

9.8.2.3 Review of requirements related to product and services

Customer Complaint Resolution

A complaint (or compliment) can be lodged on the website, phone, face to face or in writing. Where we receive individual Customer complaints they shall be forwarded to the HR Manager, along with any supporting documentation, where it will be:

- Upon receipt a complaint will be referred to the relevant Business Unit Manager who will complete a Quality Action Report Form No.ID, an incident report form, or a non-conformance report to be completed and forwarded back to the HR Manager.
- The HR Manager will enter the information into the Complaints and Feedback System Database and ensure the record of the complaint is updated as investigation proceeds and is finalised.
Quality Management System Manual

- A copy provided to the Quality Officer for logging to the Quality Database and form part of the agenda for the Management Review process, to ensure compliance with ISO 9001 Quality Management System requirements.

- If the situation remains unresolved, or the complainant is unhappy with the outcome, the HR Manager will refer the complaint (form) along with any supporting documentation to the Chief Executive Officer.

- Once the complaint has been successfully resolved then a copy of the Complaint along with any supporting documentation shall be lodged with the Quality Officer for record keeping purposes.

If the situation remains unresolved, or the complainant is unhappy with the outcome, the HR Manager will refer the complaint (form) along with any supporting documentation to the CEO.

If, following referral to the CEO, the matter remains unresolved or the complainant is unhappy with the outcome, the matter may then be referred to the Board, providing reasons for dissatisfaction.

Where the system is changed in response to a required corrective action these changes shall be documented, communicated, and completed as per the non-conformance reporting procedure.

11.4 External Feedback

Keeping the loyalty of VI customers is important to the business and this is achieved by providing superior quality and service, and by seeking external customer feedback is the only way to obtain subjective customer opinions relating to our products and services, essential to ensure consistency in service delivery and product offering.

To ensure eternal feedback is dealt with appropriately VI will use a combination of different methodologies including:

- **Customer Complaint Resolution** (see section 11.3) – This process allows customers to communicate in writing or via our website their level of satisfaction with products and services. It provides reassurance that individual complaints will be addressed through a comprehensive complaint resolution process.

- **Invoice Prompted Response Surveys** – Each invoice will have a narrative (at the base) inviting the customer to access an online link and complete a brief e-survey.

- **Physical Customer Feedback Surveys** - to enable customers to provide feedback on products and services are available at our Café, Op Shop and Laundrette. The Valley Café has an industry specific survey to cater for our client context and the setting.

The survey information collected will be collated into summary management reports by the Human Resources Officer and form part of the data and trend analysis for the Quality Assurance Management Review Process.
Quality Management System Manual

Related Policy or Procedures or Documents

04.01.01 External Complaints and Feedback Procedures
Customer Satisfaction Policy
Non-conformance Reports Procedure
04.02 Feedback standard Four
11.5.8.3 Design and development of product and services

9.8.3.1 General

Exclusions are applicable to the design and development for all product streams at Valley Industries Australian Disability Enterprises including; Beekeeping Products, Laundry Service, (*all standard) Timber Products, Nursery Products, Secure Document Services, Valley Vintage and the Cafe.” “As such exclusions do not affect the organisations ability, or responsibility, to provide product that meets customer and applicable statutory and regulatory requirements” *(Source Document: ISO Section ‘The concept of exclusions’: REF ISO /TC 176/SC 2/N524R6 - 2008).

Pallet Design, Product Development and Verification

Inclusions that are applicable to the product realisation process are for the ‘Pallet’ product as an example, but apply to any product; and the following strategies have been adopted by Valley Industries to establish and set out the way in which a product concept is designed in order for the product to be manufactured. This process excludes COTS items that Valley Industries redistributes.

- The Business Unit Manager or Supervisor shall liaise with the customer taking note of the design concept for the pallet product.
- The design concept, materials, dimensions, quantity, type, load determination and other requirements may include but not limited to:- stock/material availability, rigidity, load impact resistance, and the date the product is required by the customer will be documented on the Customer Quote Design Approval Form.
- The Quote shall be written up in the Quote Book and this number shall be noted on the Customer Quote Design Approval Form and sent to the customer for review and written approval or amendment.
- On approval the customer will sign the Customer Quote Design Approval Form, this form can be received by fax, email or physically.
- Administration will enter the Order into the Navision (NAV) system and the Business Unit Manager will review and approve the quote in the NAV system.
- Both the Order and the Customer Design Approval Form shall be scanned and attached to the job sheet, which is then received by the Business Unit Manager to enable assembly.
- The Business Unit Manager will create both a Job Sheet and a Cutting Sheet attaching the Customer Design Approval Form.
- A prototype sample will be sent to the customer if requested or determination of the specifications requires it.
- All changes to existing and repeat changes must be approved by the customer.
Where materials are received from the supplier for the design, the Business Unit Manager or Supervisor will stamp the docket with the Receipt Stamp noting full name, signature, account number, unit, job no, date received and their name in acceptance, and in doing so confirm the materials adequacy, suitability, and fit for purpose.

Both a ‘Job Sheet form’ and ‘Cutting Sheet form’ will then be established along with the Customer Quote Design Approval Form and accompany the pallet(s) during the manufacturing process.

Where the stencilling process for the pallet is outsourced to an external supplier, the Business Unit Manager shall supply the written specifications for the stencilling to the Supplier and shall ensure receipt of the of the Suppliers signed acceptance (prior to the works being commenced by the Supplier).

On completion of the works the Business Unit Manager will arrange and conduct an onsite quality assurance check, to ensuring the stencilling meets the customer requirements and note the Job sheet QA section accordingly.

During manufacturing of the pallet(s) (all factory products) other quality assurance checks will occur:

- 1. An initial check termed the Job Setup Inspection, occurring prior to commencement of works ensuring the appropriate materials, calibration and specifications are correct
- 2. A Sample Check during production and (for both individual and bulk orders that exceed more than two units in quantity)
- 3. A Quality Assurance Check where the pallets have been outsourced and;
- 4. A final Despatch Check prior to delivery, including but not limited to Sampling Inspection will be noted on the Job Sheet by the Business Unit Manager during manufacture.

Nonconformances identified during the manufacturing process shall be corrected and will be noted on the Job Sheet.

The Business Unit Manager or supervisor shall inspect and approve the finished pallet and signoff the Job Sheet Form.

Once the order is completed the operator shall input into NAV system in order to generate Delivery Docket and Invoice for despatch.

The customer or freight company will sign the Delivery Docket (proof of delivery form) and Administration Department shall on receipt of the signed docket generate and invoice to the customer.

Administration shall ensure these records shall be married to the customer invoice to order and payment receipts.

Where a nonconformance has occurred during manufacturing process the Business Unit Manager will create a copy of the job sheet and other document as required.
The Business Unit Manager will assess both the 'reason', the 'corrective action' taken, and 'notional cost' of any nonconformances identified during production on the Job Sheet and supply a copy to Manager ADE Operations.

Manager ADE Operations will review all aspects of the nonconformances including but not limited to cost, root cause, and both corrective and preventative actions taken prior to delivery to the Quality/Compliance Officer - as part of the management review process.

The Quality/Compliance Officer will approve the corrective action and due date for implementation of each corrective action. It is the compliance officers responsibility to follow up with BU managers to ensure corrective actions are completed on time.

Where a nonconformance exceeds $500.00 this will also require the ADE Manager to complete a Quality Action Report and forward this form to the Quality Officer as part of the management review process.

In circumstances where the client does not have a specification, we would follow an industry standard such as the AS 4068 standard pallet design specifications and AS 4762 General Purpose flat pallets principal dimensions and tolerances will be followed.

Related Policy or Procedures or Documents

Job Sheet Form No 9001 ISO001 & 9001 ISO003
Customer Quote Design Approval Form
Customer Quote Book
Cutting Sheet Form
Purchasing Procedures
Nonconformance Reports Procedure

11.6

9.8.4 Control of externally provided products and services

9.8.4.1 General Preferred suppliers are evaluated and selected on meeting selection criteria. The type and extent of control applied to the supplier and the purchased product is dependent on the nature of the products to be procured. For example, the level of evaluation required to procure a paperclip for the organisation, will be less than the level required to procure perishable goods for the Café.

9.8.4.2 Type and extent of control external provision This evaluation could be a review of a single supplier or a simultaneous group review of...
9.8.4.3 Information for external providers

Preferred suppliers are evaluated and selected on meeting selection criteria. The type and extent of control applied to the supplier and the purchased product is dependent on the nature of the products to be procured. For example, the level of evaluation required to procure a paperclip for the organisation, will be less than the level required to procure perishable goods for the Café.

This evaluation could be a review of a single supplier or a simultaneous group review of similar suppliers that provide the same type of goods or services. The preferred supplier listing will be detailed and held within the NAV system.

Purchasing Control

To ensure the consistent quality of purchased products VI will control the purchase of products and services through pre-approved suppliers in order to control purchases.

When an item requires ordering, the requirements will be written on a Purchase Order Requisition Form or the equivalent form generated in VI’s NAV system. Delegated lending authority limit controls are kept within this system. The Orders shall contain all relevant information related to the product, size, quantity and price, if available, together with the date, name and address of supplier and freight details. All manual purchase orders require both an order signature approval from an approving officer as detailed in the Delegated Lending Authority Policy. Either process will generate a unique and traceable Sales Order number.

On receipt of goods they shall be physically inspected and in case of discrepancies the supplier shall be advised and the delivery docket noted. A physical Received Stamp will be placed on the manually generated purchase order form certifying that goods received match the invoice and payment is authorised and given to the employee who placed the order for their inspection and signature authorising payment.

The Manager ADE, Finance Manager and Manager Intalink is ultimately responsible for maintaining stock levels, however any relevant staff member can place an order and (on approval) is responsible for communicating the stock level to their respective Manager.

Incoming goods and products shall be inspected to ensure:

- All aspects of the goods are checked against the purchase order details
- Compliance with any special handling storage requirements will occur as appropriate.
Good that are received but not immediately inspected will be isolated in a designated storage area until inspection occurs.

Goods that are found to be defective are returned, with the accompanying documentation which details any defects or faults.

A Quality Action Report shall be raised which details the defects or faults related to the supply by the supplier, and forwarded to the Quality Officer for management review.

Related Policy or Procedures or Documents

Standard Six 06.07 Delegated Lending Authority Policy

System Procedures 09.01.03 – Despatch procedures and Goods Inwards
9.8.5 Production and service provision

9.8.5.1 Control of production and service provision

9.8.5.2 Identification and traceability

9.8.5.6 Control of changes

This process describes the means taken to ensure the appropriate corrective or preventative action is applied to all nonconforming products.

There shall be three (3) roles responsible individually or collectively for investigating the causes of nonconformances and authorised to initiate the corrective action needed to prevent reoccurrence.

These roles are:
- Manager ADE
- Business Unit Manager(s)
- Manager Intalink

Nonconformances can be as a result of:
- In-house discovery, made aware from Sales Staff and Customer Complaints
- Processes and work operations.
- System nonconformances – discovered during internal or external audits, shall be recorded on a Quality Action Report Form (QAR) and reviewed to determine the root cause of the nonconformance.

Where appropriate, consultation with employees, customers or suppliers shall be carried out to determine the corrective action to be taken. Nonconformances derived from customer complaints will be recorded on a QAR form and reviewed to determine the root cause and appropriate action taken as per system 4.02.01 External Complaints and Feedback Procedures.

Where corrective action results in changes to any document within the system, such changes and corrective actions shall be recorded and disseminated to the appropriate as per the Nonconformance process.

Scheduled Quality Assurance Management Committee Review Meetings (QAMCR) shall review the corrective actions taken to ensure that have been effectively and correctly implemented. At this meeting any preventative actions relating to the Quality Assurance sections of the system will be discussed to eliminate possibility of reoccurrences on the nonconformance arising in the future. Minutes of these meetings shall be taken and form part of the system records.

Where appropriate:
Further training shall be initiated to eliminate further non-conformity of a particular area.
The customer or supplier shall be advised of the corrective action taken/required and their comments noted.

Where necessary, safety issues, manufacturing process issues, and preventative actions will be discussed and minuted at either production meetings and or toolbox meeting’s, depending on the site specific requirements for consultation and dissemination.

An electronic register (Quality Database) will be used to capture and aid trend analysis of both nonconformances and customer complaints and feedback. Each item shall be entered into specific categories (job sheet, training, supplier, workman Related Policy or Procedures or Documents)

External Complaints and Feedback Procedure

Nonconformance Reports Procedure

Quality Action Report (QAR)

12.1 General

5.3 Property belonging to customers or external providers

9.8.5.5 Post-delivery activities

Valley Industries Ltd will ensure that adequate facilities are in place at all sites to ensure the security of the premises, stock and confidentiality of records.

The following steps indicate our commitment and set out the strategies to be used to enforce and ensure security:

12.2 Responsibilities

All Site and Business Unit Managers are responsible for ensuring;

- That all VI Volunteers, work experience persons, employees, contractors and services users receive the appropriate training in security procedures
- The allocation of keys and the maintenance of the Key Register in line with this procedure
- Approving changes or maintenance to locks and the dissemination of keys
- Notification of any attempted or actual break in to any premises should be referred Senior Management unless it is an emergency, then it should be reported immediately to the police immediately and Senior Management.

Employees are responsible for;
12.3 Premises

- Ensuring that the premises are appropriately secured when unattended for any length of time and after working hours at night.
- Escalating breaches in security to management.

12.3 Premises

- Intalink site, the Valley Skills for life site and the Main administration site; all buildings, office, factory are fitted out with sensor alarms which are back to base.
- Intalink site, the Valley Skills for life site, the Main administration site, Respite and Cafe buildings have keyed and security coded entry/exit.
- Main site has all keys are clearly labelled and securely stored.
- The fitting or removal of locks to external and internal doors is by approval.
- Launderette has internal deadlocks and internal slide bolts on rear garage door and padlock on frontage roller door.
- Café has dead bolts on access doors, and back to base monitoring.
- Op Shop has back to base monitored key pad, slide bolts on access doors, a panic button linked to back to base monitoring and CCTV.

12.4 Data Security and Integrity

- Customer information shall be protected under Valley Industries Ltd (VI) Privacy and Confidentiality Policy 01.07 and as such at no time will personal or restricted information be given out with consent and in line with Australian Privacy Principles.
- VI uses a variety of computing hardware and software across its operations and employs both security and back up measures to maintain the data security of the organisations records and customer information as outlined in IT Security and Back-up Policy 06.15.
- Individual consent shall be sought for the inclusion of any personal information about any individual including VI Personnel.
- All staff are responsible for the management of personnel information which they have access, and in the conduct of research, the provision of services, consultation or advocacy work.
- Antivirus has been loaded onto all VI systems.

12.5 Transport

- Bakewell Haulage is our preferred transport company supplier
- Where feasible we utilise our own delivery vehicles and trucks for the safe delivery or pick up of customer goods or property.
12.6 Secure storage of Stock and Materials

- In the event that property held at Valley premises, but owned by a customer is lost damaged or otherwise disposed of. Valley Industries shall on production of reasonable evidence reimburse the customer for the loss.
- All stock and materials are held in secure premises and stored in a manner not to deteriorate or affect the quality or warranty of the actual items.
- All customer supplied product received shall be recorded in the Slug Code Register that is supplied with the product, confirmation of receipt shall be forwarded to the customer after inventory validation and placement in a receipts area where it shall be held pending inspection.
- Business Unit Manager or delegate shall check the materials and affix a customer supplied product label to each bundle, pallet, package or designated storage area.
Quality Management System Manual

Product that passes receipt inspection shall be moved to the production point or placed into a unique storage location.

Product that fails receipt inspection shall be placed in a designated storage area.

Any quarantined product held outside a designated storage area will be clearly marked unsuitable for manufacture or use, including where appropriate the customer name or job number (if allocated), description of goods, date and reason for quarantine.

The worker identifying the problem shall raise a Quality Action Report form and forward it to the Business Unit Manager, ADE Manager or delegate who shall contact the customer and resolve the problem.

The ADE Manager shall record the agreed action on the Improvement Request and forward it to the Quality Officer as per the nonconformance procedure.

12.7 Secure Storage of Records and Archiving

VI is obliged to effectively manage its records, in accordance with all relevant statutory and regulatory requirements as detailed in the Records Management Policy. Reference: 10.5 Storage

- Records will be created, captured and maintained in systems with appropriate record keeping functionality and controls to ensure an accurate history of VI’s operations is maintained.
- All hardcopies of records are to be held and stored according to legislative time frames, as such length of retention shall be individually determined, as detailed in VI’s Register of Records document
- All electronic documents derived from scanned process or other are held on a main server for both Intalink and Main Office Sites.
- These servers are backed up on a daily basis and backup tapes are held off site in secure storage facilities.

12.8 Safety of product and equipment preservation

Products and materials shall be appropriately packaged and loaded to facilitate safe handling and transportation giving due consideration to factors for safe loading/unloading and maintaining material integrity/quality of product and material.

12.9 Safe Handling and Packaging

Products and materials shall be appropriately packaged and loaded to facilitate safe handling and transportation giving due consideration to factors for safe loading/unloading and maintaining material integrity/quality.
of product and material. VI will adopt the following strategies when handling materials, products, or substances:

- Safe handling procedures
- Training
- Use of competent persons – requirements of accreditation certification such as tickets or licenses

Where necessary in handling items of any nature where a known hazard is inherent, relevant safety equipment shall be worn (PPE - gloves). This shall also relate to the use of machinery with the additional factor of guards or other safety devices. The handling and holding of a product is determined by that products need, to prevent damage or deterioration in the quality of the product, either before, during, or after manufacture. All storage racks shall be clearly marked for ease of handling. Products shall be packaged in an appropriate form to ensure the goods reach their destination in the same quality as they left. Manufactured goods shall be subject to a final inspection prior to packaging.

- All items shall have delivery dockets included in the packaging
- All products being transported by courier shall be clearly labelled. The outer face of each package shall show the following:
  - Order Number
  - Number of packages
  - Courier
  - Customer name
  - Delivery address and phone number
- A copy of the delivery docket and any other relevant information shall be securely attached in a clear weatherproof envelope.
- Any delivery instructions as given on the order or otherwise shall be legibly marked.

Consignment notes or other relevant documents shall be filled prior to loading. Goods transportation requirements should also be noted (i.e. ‘fragile’).

- Date and Batch logs of the honey keeping are logged after each batch of produce. This complies with standard 2.8.2 part 1.2 the Australia New Zealand Food Standards Code.

12.10 Delivery

Business Unit Managers are responsible for ensuring that supplier’s should ensure delivery of their products or materials appropriately packaged to facilitate safe handling and due consideration given to quantity kept on site. Plans and appropriate risk assessments must be set in place for receipt of any plant, equipment or substances that may be of a hazardous
Quality Management System Manual

nature due to its size, mass or other inherent dangers. Management will ensure that supplier’s are notified of any relevant site requirements prior to delivery of the goods to VI. Product that is manufactured by VI shall be delivered by nominated courier or by the VI’s own transport. Each Business Unit Manager is responsible for ensuring that the packaging of the product is such that the possibility of damage to or deterioration in the product is avoided during transport.

12.11 Safe Storage and Preservation

VI will adopt the following strategies when storing materials, products, Plant/equipment or substances;

- Access and egress must be able to be kept clear and free of obstacles.
- Movable/mobile ladders, steps and forklifts to aid in items requiring to be stacked and stored above acceptable levels.
- Manual handling considerations to be taken into account at the planning stage.
- Storage must be compliant with the current Safety Data Sheets (SDS) if applicable.

Whereas;

- Items shall be stored in specified or designated areas and safety instructions shall be posted as deemed necessary.
- Products with shelf life restrictions (i.e. paint) shall be stored in such a manner that those with the earliest expiry date shall be used, ‘first in-first out’.  
- Where the supplier has packaged incoming goods in bulk lots, the goods shall retain the supplier’s original packaging until such time as it needs to be broken for individual use or sale.
- In order to ensure the consistency of the quality of the peg product and minimise fungal growth in this timber product when plastic wrapped; completed stock pending sale will be held in a designated racking or specified floor area prior to sale.

12.12 Dangerous Goods (Hazardous Substances)

- Special handling of substances classified as dangerous or hazardous shall be stored, delivered, packaged and preserved in accordance with the manufacturers recommendations, according to the relative legislative code, or-standard requirements and material safety data sheets.

12.13 Release of products and services

Valley Industries monitors and measures processes at all levels through;

- Meetings that utilise fixed agenda items
9.8.7 Control of nonconforming process outputs, products and services

Control of Nonconforming Product

This process describes the means taken by Valley Industries to ensure that products that do not conform to specified requirements are prevented from inadvertent use. The following persons are responsible individually or collectively for review and disposition of nonconforming product:

IDENTIFYING AND DEFINING A NONCONFORMANCE

A nonconformance is the non-fulfilment of a (product) requirement and needs to be addressed. Nonconformances shall be documented using either a Job Sheet form or a Quality Action Report form; nonconformances can be as a result of:

- A system nonconformance (NCR) where we have not fulfilled the customer’s requirements and corrective action is needed.
- Customer complaints, supplier error, discovery during internal/external audits.
- Quality Assurance issues in the system itself, occurring during normal testing and inspection activities, or the discovery of a failure or absence of operational controls.
- Identified and raised by employee communication or feedback.

The nonconforming product shall be reviewed in accordance with:

- Reworked to meet specification requirements.
- Accepted with or without repair by concession.
- Regarded for alternative applications.
- Rejected or Scrapped.
- Returned to the supplier for exchange, credit or concession.

The identification of nonconforming product can be made by any worker within the organisation and duly recorded. The level of corrective or preventative action taken to eliminate the causes of actual or potential nonconformities will be to the degree appropriate as to the magnitude of the problems, and commensurate with the risks encountered.

REPORTING A NONCONFORMANCE (JOB SHEET)
Quality Management System Manual

When a nonconformance (NCR) has been identified the reporting person must notify the Business Unit Manager or delegate immediately, investigate and report by completing the nonconformance section of the job sheet. The following details must be reported at a minimum:

- Details of the type of nonconformance, date it was identified, customer, and business unit.
- If applicable the name of the employee that caused the nonconformance.
- A description of the nonconformance, and other contributing factors.
- Actions taken to address and rectify the nonconformance and by whom.

During this process the Business Unit Manager or delegate shall determine the root cause of the nonconformance and estimated cost, then date and signoff the nonconformance on the job sheet.

MINOR NONCONFORMANCES (JOBSHEET)

If the cost of the nonconformance is estimated to be less than $500.00 then a copy of the job sheet shall be made and provided to the Quality Officer. Where the circumstances of the nonconformance make cost assessment difficult, the base cost shall be worked out on the labour cost of time and/or materials to correct the nonconformance. Where the product is reworked or regarded or scrapped, details shall be written on the job sheet nonconformance report.

Minor nonconformances detailed on each job sheet will be reviewed by the Manager of the Unit; who shall clearly mark the job sheet, allocating a specific category (below) relative to the systemic root cause, before issuing a copy to the Quality Officer’s In-Tray.

- Training
- Workmanship
- Supplier
- Controls
- Customer

On receipt the Quality Officer shall enter each nonconformance into the Quality Database and stamp each job sheet as ‘entered’ and mark each with a unique system generated number.

MAJOR NONCONFORMANCES (QUALITY ACTION REPORT)

If the cost of the nonconformance is estimated to be greater than $500.00 then a copy of the job sheet will be made and attached to a Quality Action Report Form. This form shall be completed with the following details at a minimum:
Quality Management System Manual

- Details of the type of nonconformance, date it was identified, customer, and business unit.
- If applicable the name of the employee that caused the nonconformance.
- A description of the nonconformance, and other contributing factors.
- The level of risk to the organisation and an explanation of the root cause of the nonconformance.
- Actions taken to address and rectify the nonconformance and by whom.
- Where the product is reworked or regarded or scrapped, details shall be written on the Quality Action Report or Job sheet nonconformance report.

QUALITY ACTION REPORTS (NCR, QA ISSUES and COMPLAINTS)

Quality Action Reports shall also be completed for:

- A system nonconformance (NCR) where we have not fulfilled the customer's requirements and corrective action is needed.
- Customer complaints, supplier error, internal/external audits.
- Quality Assurance issues in the system itself occurring during normal testing and inspection activities, or the discovery of a failure or absence of operational controls.

Nonconformances shall be reviewed by the following officers who are responsible either individually or collectively for review and disposition of nonconforming product. This review shall occur during the quarterly Quality Assurance Management Review Committee (QAMRC) meetings and involve the:

- CEO.
- Manager Finance.
- Manager ADE.
- Senior Quality Manager.
- HR Manager.

MANAGEMENT REVIEW PROCESS

On receipt the Quality Officer shall enter each nonconformance into the Quality Database and mark each with a unique system generated number. The Quality Officer shall present reports detailing both minor and major nonconformances. During the quarterly Quality Management Committee Review meetings the responsible officers shall analyse and review the:

- The root cause of each major nonconformance.
- Effectiveness of any corrective or preventative actions taken
- Abilities of the employees
- Contributing factors and other inherent risks
- May make recommendations as to the appropriateness of the remedial action taken.
- Set a future review date and defer closure of the Quality Action Form until.
Review and discuss the effectiveness of actions taken relating the Quality Management system and Quality Action Reports to eliminate reoccurrence.

Close and signoff each Quality Action forms on satisfactory outcome.

Where necessary:
- Additional or remedial training may be required to eliminate any further nonconformity within a particular area or department.
- The customer may be notified of the corrective action taken and any feedback or comments noted.
- Any safety issues referred to the Manager Safety through the WHS Committee Agenda process.

CLOSURE OF QUALITY ACTION REPORTS

The Quality Officer shall enter a closure date in the Quality System database for each nonconformance that was signed off by the Quality Management Review Committee and mark each Quality Action Report with an 'entered' stamp to close of the report.

Related Policy or Procedures or Documents

Nonconformance Reports Procedure
Job Sheet Form
Quality Action Report Form (QAR)
Policy 01.07 Privacy and Confidentiality
Policy 06.15 IT Security and Back-up
Policy 01.05 Records Management.
Register of Records
13 Performance Management

13.1 General

Valley Industries plans and implements the monitoring, measurement, analysis of its systems. This is undertaken to ensure;

- To demonstrate product or project conformity
- To ensure conformity to the quality management system
- To continually monitor, evaluate and improve the effectiveness and/or inadequacies of the quality management system

Checking and monitoring is an integral part of the system, as it determines how the systems, individuals and process are working or not working and that the methods demonstrate the ability to achieve planned results. Checking monitoring, reviewing and auditing ensure trends are identified and determine the effectiveness or inadequacies of the system and processes. Valley Industries will monitor control strategies to define and assess the methods used for effectiveness and acceptance. These strategies will involve:-

- Evaluation of control strategies to determine if any new issues have been introduced and evaluation of any subsequent new control.
- Analysing to ensure that in retrospect the conclusions were correct.
- Consulting with employees to determine the acceptance of control strategies.

Effective monitoring involves;

- The Management Review process, which incorporates:- the review of all Quality Action Reports, including but not limited to Compliments and Customer Complaints
- The implementation of plant growth monitoring control forms
- System Audits
- Consultation

13.2 Example of Business Unit Monitoring and Measuring

13.2.1 Plant Growth Monitoring and Measurement

This organisation shall employ several strategies to ensure effective monitoring of processes, the measurement and verification of characteristics for the plant product - through the implementation of a series of Quality Assurance plant growth forms. These forms are used to ensure the quality and consistence of our product, minimising wastage through loss of uncontrolled product. Non-conformance identified in this process shall be controlled and reviewed using the Quality Action Reporting form process.

- The QA Potting Record form is designed to follow the plant thought its potting and growing cycle. This form is employed from when we initially receive plant stock from the supplier as tube stock to the
growing beds. It is designed to track batches of plants from an individual invoice (from the supplier). The invoice number is written on the QA report form to identify the supplier and the batch. All records are filed in blue binders and retained for 12 months then scanned.

- From there the plants are transitioned to the Growing Beds where the Weekly Quality Checks of Growing Beds form is then used. These sheets record any pest disease or watering problems with the plants during the growing process. We record individual growing bed areas on the Form (one bed, one sheet). This form also allows the operator to forward plan plant maintenance (from weeding, pruning, adjusting watering systems and staking etc). Plants stay on growing beds until mature and sold.

- The Planning Seedling Schedule form is used to coordinate the planning of seedling stock to allow us to meet the seedling demands of our customers. It allows forward plan the planting cycle and minimises waste by allowing greater visibility of what is being grown. Stops doubling up of plant stock and wastage.

- The Quality assurance Checks of Hot Houses and Seedling Growing Benches forms are used to record any pest, disease, watering or other problems with the plants during the growing process. We record individual growing bed areas (twice weekly) on the Form (one bed, one sheet). This form also allows the operator to forward plan plant maintenance (from weeding, pruning, adjusting the watering systems and staking etc). Plants stay on growing beds until mature and sold. Seedling stock is propagated in the Hot House until ready to move to the external Benches for hardening off ready for sale.

Valley Industries monitors and measures processes at all levels through:

- Meetings that utilise fixed agenda items
- The Continuous improvement Register
- Internal Audit Program

**Related Policy or Procedures or Documents**

<table>
<thead>
<tr>
<th>Nonconformance Reports Procedure</th>
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<tbody>
<tr>
<td>Job Sheet Form</td>
</tr>
<tr>
<td>Quality Action Report Form (QAR)</td>
</tr>
<tr>
<td>04.01.01 Complaints and Feedback Procedures</td>
</tr>
<tr>
<td>Customer Satisfaction Policy</td>
</tr>
<tr>
<td>QA Potting Record form</td>
</tr>
<tr>
<td>Weekly Quality Checks of Growing Beds</td>
</tr>
</tbody>
</table>
Quality Assurance Checks of Hot Houses and Seedling Benches
Planning Seedling Schedule
14 Quality Audits

14.1 General (Analysis and evaluation)

All audits will be handled by the Quality Officer and findings presented to Management at the QAMC (Management) Review meetings or other such times as deemed appropriate. Analysis of findings/outcomes will be undertaken by Top Management in the management review meetings. Findings, improvements and recommendations shall be documented on the Quality Report Actions form No. ISO002. All subsequent changes and improvements to the system or corresponding procedures or processes shall be in consultation (where relevant) with employees and other key stakeholders. The Quality Officer is responsible to both collect and collate statistical data for presentation within the management review process.

Data collected shall be at a minimum relating to;

- Continuous improvement – through ongoing management review process and the Continuous Improvement Register.
- Customer perception – through summary reporting derived from satisfaction surveys.
- Conformity of products and processes – through non-conformance reporting.
- Trends – through evaluation of data statistics from NCR (non-conformance) and audit.
- Suppliers – through evaluation of continued ability to meet requirements.
- Risk – through review evaluation of enterprise level Risk Register.

14.2 Internal audit

14.2.1 Review Process

The purpose of this process is to establish, evaluate and maintain a system of operating procedure verification, so as to ensure that all activities are being undertaken;

- Are carried out according to legislative obligations and this system.
- Maintain the quality and integrity of products according to standard, specifications and this system.
- Maintain Valley’s capability to meet and supply a product to customer specifications and requirements.

When an internal review through the audit process identifies a non-conformance has occurred in the system the appropriate corrective and/or preventive action must be taken to remedy the deficiencies identified. This will ensure the potentiality of reoccurrence of a breakdown in the system is minimised and ensure continuity of service delivery.
14.2.2 Internal System Reviews

Valley Industries will conduct regular system audits/reviews. All elements and corresponding registers, forms, policies, statements and other records shall be subject to review to determine effectiveness and currency. Generic review/audits shall be undertaken using Audit Checklists to verify activities are being carried out according to the objectives, legislation or standard. This is to ensure continual assessment and improvement of the system and corresponding controls. System Audits will be established and cover:

- Element/procedural/process effectiveness and efficiency
- Potential weaknesses
- Validation of the adequacy, effectiveness and suitability that these strategies are working
- Outcomes

The Quality Officer will ensure that:

- A scheduled Chart of Audits is developed and implemented as an audit program.
- The frequency of audits will be no less than three audits per annum during surveillance.
- Omissions or inadequacies are identified.
- Audits are documented accordingly using the appropriate evidentiary-format.
- All recommendations and findings are submitted to Management, WHS committee or and other relevant personnel.

This schedule will be stored the Quality Officers office and reviewed. Audits may be added or rescheduled due to Management request, corrective action or investigative purposes. The results of all audits conducted by the Quality Officer or other Officer shall be reviewed and the effectiveness of controls analysed by Management at QAMC Meetings, however if the findings are deemed high risk/level (at the Quality Officers discretion), Management shall be advised immediately.

14.2.3 Management review

Top Management shall review the organisations quality management system, at planned intervals in a quarterly review cycle beginning in January of each calendar year, then at quarterly intervals (April, July, and October); or meet at intervals, as deemed appropriate, due to top management availability, being no less than 4 meetings a year. This reporting review will ensure all senior business stream leaders are involved in the quality review and decision making process. This is a mandatory requirement to ensure top management to self-appraise through active participation and due diligence of the quality management system framework and quality goals.

Management shall review the Quality Assurance Management System periodically to ensure its continued suitability, adequacy and effectiveness.
Quality Management System Manual

Such meetings shall include assessing opportunities for improvement, risks and the need for changes to the system or any corresponding section of the system.

The meetings shall be attended by those who represent their area of control and responsibility:

- Chief Executive Officer – All Areas.
- Finance Manager – Business Office Services (Secure Document Destruction and Scanning services).
- HR Manager – (Intalink Services, Customer Engagement/Satisfaction, and Employee coordinator).
- Training Officer – Maintain and ensure all staff and participants training obligations are met.
- Senior Quality Manager – Manager of Quality System and, Risk Management Framework.

The standard agenda for the Quality Assurance Management review Committee (QAMRC) meetings shall be; but not limited to

**14.2.4 Review Input**

- Follow up actions from previous meetings
- System audits and results of such – internal/external
- Communication form external interested parties including customer feedback
- Environmental performance
- Process performance and product conformity
- Status of Quality Actions/Reports
- Changes that could affect the QMS
- Review the effectiveness of any corrective actions taken – Report/Actions
- Matters of significance from QA or Production Meetings
- The extent to which objectives and targets have been met
- Confidential actions or reports
- Changing circumstances
- Recommendations for improvement
- Risks and opportunities that need to be addressed.
14.2.5 Review Output

- Improvement of the effectiveness of the quality management system and its processes
- Improvement of product related to customer requirements
- Any decisions or actions relating to possible changes to the Quality Management System
- Resources required
- Implement mitigating controls needed to address uncontrolled risks
- Prevent or reduce undesired effects and achieve continual improvement

14.3 Identifying and Defining a Non-conformance

A non-conformance is the non-fulfilment of a (product) requirement and needs to be addressed. Non-conformances shall be documented using either a Job Sheet form or a Quality Action Report form; non-conformances can be as a result of:

- A system non-conformance (NCR) where we have not fulfilled the customer’s requirements and corrective action is needed.
- Customer complaints, supplier error, discovery during internal/external audits.
- Quality Assurance issues in the system itself, occurring during normal testing and inspection activities, or the discovery of a failure or absence of operational controls.
- Identified and raised by employee communication or feedback.

The nonconforming product shall be reviewed in accordance with:

- Reworked to meet specification requirements.
- Accepted with or without repair by concession.
- Regarded for alternative applications.
- Rejected or Scrapped.
- Returned to the supplier for exchange, credit or concession.

The identification of nonconforming product can be made by any worker within the organisation and duly recorded. The level of corrective or preventative action taken to eliminate the causes of actual or potential nonconformities will be to the degree appropriate as to the magnitude of the problems, and commensurate with the risks encountered.

14.3.1 Reporting a Non-conformance (JOB SHEET)

When a non-conformance (NCR) has been identified the reporting person must notify the Business Unit Manager or delegate immediately, investigate
and report by completing the non-conformance section of the job sheet. The following details must be reported at a minimum;

- Details of the type of non-conformance, date it was identified, customer, and business unit.
- A description of the non-conformance, and other contributing factors.
- Actions taken to address and rectify the non-conformance and by whom.

During this process the Business Unit Manager or delegate shall determine the root cause of the non-conformance and estimated cost, then date and signoff the non-conformance on the job sheet.

14.3.2 Minor Non-conformances (JOBSHEET)

If the cost of the non-conformance is estimated to be less than $500.00 then a copy of the job sheet shall be made and provided to the Quality Officer. Where the circumstances of the non-conformance make cost assessment difficult, the base cost shall be worked out on the labour cost of time and/or materials to correct the non-conformance. Where the product is reworked or regarded or scrapped, details shall be written on the Job sheet non-conformance report.

Minor non-conformances detailed on each job sheet will be reviewed by the Manager of the Unit; who shall clearly mark the job sheet, allocating a specific category (below) relative to the systemic root cause, before issuing a copy to the Quality Officer’s In-Tray;

- Training
- Workmanship
- Supplier
- Controls
- Customer

On receipt the Quality Officer shall enter each non-conformance into the Quality Database and stamp each job sheet as ‘entered’ and mark each with a unique system generated number.

14.3.3 Major Non-conformances (QUALITY ACTION REPORT)

If the cost of the non-conformance is estimated to be greater than $500.00 then a copy of the job sheet will be made and attached to a Quality Action Report Form. This form shall be completed with the following details at a minimum:

- Details of the type of non-conformance, date it was identified, customer, and business unit.
Quality Management System Manual

- If applicable the name of the employee that caused the non-conformance.
- A description of the non-conformance, and other contributing factors.
- The level of risk to the organisation and an explanation of the root cause of the non-conformance.
- Actions taken to address and rectify the non-conformance and by whom.
- Where the product is reworked or regarded or scrapped, details shall be written on the Quality Action Report or Job sheet non-conformance report.

14.4 Quality Action Reports (NCR, QA ISSUES and COMPLAINTS)

Quality Action Reports shall also be completed for:

- A system non-conformance (NCR) where we have not fulfilled the customer’s requirements and corrective action is needed.
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- Quality Assurance issues in the system itself occurring during normal testing and inspection activities, or the discovery of a failure or absence of operational controls.

Non-conformances shall be reviewed by the following officers who are responsible either individually or collectively for review and disposition of nonconforming product. This review shall occur during the quarterly Quality Assurance Management Review Committee (QAMRC) meetings and involve the:-

- CEO.
- Manager Finance.
- Manager ADE.
- Senior Quality Manager.
- HR Manager.
QA Management Review Committee (Top) Management Review Meeting

QA MRC Minutes

Toolbox Meeting Agenda

QAMC Agenda

Intalink and ADE Business Unit Manager Meeting Agenda

A Quality Action Reporting Form or Job Sheet NCR (if applicable)

NCR = Nonconformance

Rework Cost $ (if applicable)

Nonconformance or Quality Assurance Issue

Material defects/ Goods Damaged in Transit

Complaint or Compliment (written) / Customer Perception Survey

ADE

Intalink

Suppliers

Customers

NCR = Nonconformance
15 Improvement

15.1 General

Valley Industries aim is to continually improve the effectiveness of its systems, processes and procedures. This is achieved through analysis of information gained from carrying out monitoring and measurement of processes, as well as consultation with, employees, consultants and other technical specialists.

15.2 Corrective Action

Corrective action occurs after an incident/defect (non-conformity) has occurred or a potential incident (nonconformity) has been identified. Controls and actions are then taken to ensure this does not reoccur.

Corrective actions shall be taken for all identified or potential non-conformities.

Valley Industries corrective action planning includes:
- Evaluation of the nonconforming issue.
- Actual cost to the organisation.
- Performance of the organisation and employees
- Investigation as to root cause and systemic issues
- Management review and monitoring

15.3 Preventative Action

Preventative action proposed or taken to stop something from occurring and is the most effective control method, as it is the process of mitigating potential nonconformities prior to an incident occurring.

Valley Industries will establish various strategies to prevent rather than correct:
- Monitoring – through audits, surveillance performance management development analysis.
- Reviewing – through audit reviews, review meetings.
- Design – through eliminating potential nonconformities at the design stage as applicable.
- Controls – through effective preparation
- Consultation – through active engagement of key stakeholders and awareness
- Continual Improvement – engendered at all levels
## Revision Record

<table>
<thead>
<tr>
<th>Issue No / Date</th>
<th>Revision Description</th>
<th>Checked / Approved</th>
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<tbody>
<tr>
<td>Issue 1</td>
<td>Initial release</td>
<td>Management</td>
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<tr>
<td>Issue 2</td>
<td>Update</td>
<td>Management</td>
</tr>
<tr>
<td>Issue 3</td>
<td>Update</td>
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| Issue 4        | Added to Sec 9.3 'Terms and Definitions' definitions for 'Quality Action Report' and 'Risk Management'.  
Updated references generally to 'job sheet' and 'QA Form' in Sec 9.8.3.  
Removed ref to 'Asset Plus' in Sec 9.4.2.3.  
In Section 9.5.3 Quality Policy amended QM meeting cycle from 'Weekly production meetings' to 'regular' in line with QA Policy (meetings are held monthly).  
Added font and sizing changes to Jpegs in sec 9.4.1 and 9.5.6.  
Added Vehicle fleet to 9.6 Sec Resource Management.  
In Section 9.6.2.2 added reference to the 'Performance Management process.  
In Sec 9.7.5.4 added protocols in the event customer property is damaged or lost and replace 'quarantine' with 'designated storage area' to meet the context and in Storage and Preservation Sec removed the 're-barcoding of selected stock'.  
Added 'Performance Management' to 9.8.1 Sec.  
Added a global doc change from 'non-conformance' to 'nonconformance'.  
In Sec 9.7.2.3 Customer Communications section, amended Customer Survey process flow and reference.  
In Section 9.5.5.2 'Management Representative' removed the duplicated paragraph.  
Added to section 9.7.2 reference to 'Legal Register’’Obligations Monitoring Tool' to review of requirements related to the product.  
Added to Sec 9.5.5.1 reference to Job Descriptions and 'Employee Orientation and Induction Handbook'.  
In Sec 9.5.6 adjusted review cycle frequency and removed reference to Safety in 'Review Inputs' as this is covered by WHS Committee.  
In Sec 9.8.2 ‘Monitoring and Measurement' added Plant Growth monitoring and measurement processes/forms.  
In Sec 9.8.3 added reference to '09.01.01 Nonconformance Report Procedure' and replaced key subsections of QM with parts of this Procedure.  
Amended Major NCR to $500.00 from $250.00 per QAMRC Minutes DD09/10/2015.  
Added organisation chart.  
Policies replaced principals in context of this document. | Management        |
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<tr>
<td>Issue 5</td>
<td>Removed reference to Deputy CEO and replaced with CEO or delegate.</td>
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<tr>
<td>Issue 6</td>
<td>Added Organisational Chart Part 2</td>
<td>Management</td>
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<tr>
<td>Issue 7</td>
<td>Added to Customer Communications 9.7.2.3 section narrative re Corrective action results in changes to the system actions shall be recorded and communicated as per non-conformance reporting procedure.</td>
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<tr>
<td>Issue 8</td>
<td>Removed reference to Training Development and Safety Manager. Added reference to Quality and Safety Manager and Training Officer. Added ‘Manager HR’ to QAMRC and removed Business ‘Unit Managers’</td>
<td>Management</td>
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<tr>
<td>Issue 9</td>
<td>Added reference to ‘Intalink’ in 8.2.1 Customer Satisfaction Policy</td>
<td>Management</td>
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<td>Issue 12</td>
<td>Updated to new standards ISO 9001:2015</td>
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<tr>
<td>Issue 13</td>
<td>Minor format corrections and removal of duplicate information</td>
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<td></td>
<td>Updated org Chart only</td>
<td>Compliance</td>
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