



ABN: 44 149 574 649  
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**INTRODUCTION TO  
CMC QUALITY SYSTEM  
(SUMMARY QUALITY SYSTEM)**

**Document: INTRO**  
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**Page 1 of 20**

File: CMC QA Introduction to CMC

**INTRODUCTION  
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(SUMMARY QUALITY MANUAL)**





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QA System rev 9-06-2016.doc6

**Page 2 of 20**  
File: CMC QA Introduction to CMC

**CMC METAL ROOFING**  
(Referred to as CMC below)

**QUALITY POLICY & COMMITMENT**

1. CMC WILL PROVIDE TO EVERY CUSTOMER A SERVICE THAT MEETS THE STANDARD OF QUALITY SPECIFIED IN THE CONTRACT DOCUMENTS FOR THAT WORK.
2. CMC WILL UTILISE QUALITY MANAGEMENT PROCEDURES THAT WILL PROVIDE ASSURANCE TO ITS CUSTOMERS THAT THE SPECIFIED STANDARD WILL BE OR HAS BEEN ATTAINED.
3. THE CMC QUALITY SYSTEM WILL CONTINUALLY STRIVE TO MEET THE REQUIREMENTS OF INTERNATIONAL STANDARD AS/NZS ISO 9001:2000 & THE GUIDELINES OF AS/NZS ISO 9000.2:1998
4. CMC WILL CONSTANTLY AND FOREVER SEEK TO IMPROVE ITS' QUALITY MANAGEMENT SYSTEMS AND THE SERVICE IT PROVIDES TO CUSTOMERS.
5. CMC WILL ENSURE THAT ALL EMPLOYEES ARE AWARE OF THIS COMPANY POLICY AND WILL ENCOURAGE THEIR CONTINUOUS COMMITMENT TO IT.

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Barbara Currie - Company Director

**TABLE OF CONTENTS**

<b>1</b>	<b>INTRODUCTION.....</b>	<b>4</b>
1.1	Terminology.....	4
1.2	The Company.....	4
1.3	Scope and Application of the Quality System.....	4
1.4	Purpose of this Summary Quality Manual.....	5
1.5	Compliance with Quality Standards.....	5





ABN: 44 149 574 649  
QBCC: 125 5577

**INTRODUCTION TO  
CMC QUALITY SYSTEM  
(SUMMARY QUALITY SYSTEM)**

**Document: INTRO**  
**Edition No: 1**  
**Amendment: B**  
QA System rev 9-06-2016.doc6

**Page 3 of 20**

File: CMC QA Introduction to CMC

1.6 What it Means in Practice to Workers on the Construction Site..... 6

**2 COMPANY ATTITUDE TO QUALITY..... 7**

2.1 Policy..... 7

2.2 Objectives..... 8

2.3 Strategies to Achieve Objectives..... 9

**3 ORGANISATION AND RESPONSIBILITIES..... 10**

3.1 Company Organisation ..... 10

3.2 Organisation Chart ..... 11

3.3 Directors’ Quality Related Responsibilities ..... 12

3.4 The Construction Manager and Business Manager..... 12

    3.4.1 Responsibilities ..... 12

3.5 Area and Site Supervisors ..... 13

    3.5.1 Supervisors’ Responsibilities ..... 13

    3.5.2 Supervisor’s Authority..... 13

3.6 All Employees’ Responsibilities ..... 14

    3.6.1 All Employees’ Responsibilities ..... 14

    3.6.2 All Employees’ Authority..... 14

**4 DOCUMENTATION OF THE QUALITY SYSTEM..... 15**

4.1 The 3 Levels of Quality Documentation ..... 15

4.2 Updates and Revisions ..... 16

4.3 Amendment Control ..... 17

4.4 Distribution Control ..... 18

4.5 Feedback and Suggestions ..... 18

**5 IMPLEMENTATION ..... 19**

5.1 General ..... 19





ABN: 44 149 574 649  
QBCC: 125 5577

## INTRODUCTION TO CMC QUALITY SYSTEM (SUMMARY QUALITY SYSTEM)

Document: INTRO  
Edition No: 1  
Amendment: B  
QA System rev 9-06-2016.doc6

Page 4 of 20

File: CMC QA Introduction to CMC

# 1 INTRODUCTION

## 1.1 Terminology

The terminology used throughout this document is generally based upon the vocabulary used in the relevant standards on quality systems. Readers may be unfamiliar with certain words or understand them differently than the meaning intended in this document. A **Table of Definitions** is appended to the back of this manual. It gives definitions of the more important terms used throughout the documentation of the company's Quality System.

## 1.2 The Company

**CMC Metal roofing** (from now on referred to as **CMC** or "**the company**") provides a specialist service to the building and construction industries in the supply and installation of roof and wall cladding and associated products. CMC operates throughout Australia and has aspirations of growing operations in S. E. Asia and the South Pacific region.

## 1.3 Scope and Application of the Quality System

CMC have been committed to providing a quality service to its customers. CMC have always had systems to control quality in production. CMC is now developing a comprehensive **Quality Management System**, which will meet the requirements set out in international standards for quality systems. CMC's Quality System covers the quality related aspects of all work undertaken by the company. The system is documented in a number of separate sets of documents and procedures. The structure of the documentation is explained in detail in section 4 below.

The policies, objectives, procedures and instructions contained in the Quality System documentation apply to **ALL** CMC's operations.





ABN: 44 149 574 649  
QBCC: 125 5577

**INTRODUCTION TO  
CMC QUALITY SYSTEM  
(SUMMARY QUALITY SYSTEM)**

**Document: INTRO**  
**Edition No: 1**  
**Amendment: B**  
QA System rev 9-06-2016.doc6

**Page 5 of 20**

File: CMC QA Introduction to CMC

#### **1.4 Purpose of this Summary Quality Manual**

It is Company Policy to not issue the full Company Quality Manual to CMC's customers. To give customers an overview of how the Quality System operates this introduction may be issued if requested. Some of the information in the Quality Manual is quite detailed and would probably be of little interest to most customers and employees. For this reason it is not intended to distribute the full Quality Manual widely amongst employees. This Summary Quality Manual contains excerpts from the full Quality Manual and includes that information which needs to be conveyed to all employees. This document is reviewed and discussed with all CMC employees during the company induction of new employees and is made available for reference through the Company Supervisors at all work site offices and the head office.

The main purposes of this document are as follows:

- i) To clearly state CMC's policy on quality.
- ii) To explain the organisational structure of CMC.
- iii) To identify responsibilities and authorities at various levels of the organisation for the management of quality.
- iv) To provide an overview of the various documents which together comprise the full Quality System documentation?
- v) To explain how the amendment and distribution of all Quality System documentation is controlled.

#### **1.5 Compliance with Quality Standards**

The Quality System is aimed at meeting the requirements of International Standard AS/NZS ISO 9001:2008 Quality Management Systems - Requirements. Employees of CMC do not need to refer to this standard directly, however employees should be aware that they are contributing to a Quality System which has been developed by CMC to meet or exceed International Standards of Quality Management Systems control and assurance.





ABN: 44 149 574 649  
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**INTRODUCTION TO  
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(SUMMARY QUALITY SYSTEM)**

**Document: INTRO**  
**Edition No: 1**  
**Amendment: B**  
QA System rev 9-06-2016.doc6

**Page 6 of 20**

File: CMC QA Introduction to CMC

## **1.6 What it means in Practice to Workers on the Construction Site**

Although the Quality System is aimed at addressing all aspects of the company's management, site employees are most affected by those procedures, which concentrate on site operations and inspection and testing. Full details of how the system handles site operations and inspection and test are contained in three separate sets of procedures:-

Procedures for Site Operations

Procedures for Inspection & Test

Procedures for Handling Product Non-conformances.

In very simple terms, the Construction Manager, which sets out what formal inspections, prepares an "Inspection & Test Plan" and tests will be carried out by CMC as the work progresses. Then the Supervisor with the assistance of selected team members is required to carry out these inspections and tests at the prescribed frequencies and record the findings on one of a series of standard forms. These records are then filed carefully as evidence that the inspections and test have been carried out, thus providing the written evidence for the client that the finished work meets the required specifications and drawings and the standard contracted for.

**The intention is not to generate a folder of worthless paperwork. The aim is to foster an attitude whereby all people in the organisation are constantly thinking about the quality of the work they are performing.**





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**Document: INTRO**  
**Edition No: 1**  
**Amendment: B**  
QA System rev 9-06-2016.doc6

**Page 7 of 20**  
File: CMC QA Introduction to CMC

## **2 COMPANY ATTITUDE TO QUALITY**

### **2.1 Policy**

CMC's policy on quality is stated on the front cover of this manual. Read it again below and make sure you understand it! If you do not understand it fully or in some way do not agree with it you should contact the Quality Manager on (07) 4771 5210 to discuss your concerns.

**CMC METAL ROOFING**  
(Referred to as CMC below)

### **QUALITY POLICY & COMMITMENT**

1. CMC WILL PROVIDE TO EVERY CUSTOMER A SERVICE THAT MEETS THE STANDARD OF QUALITY SPECIFIED IN THE CONTRACT DOCUMENTS FOR THAT WORK.
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Barbara Currie - Company Director



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**Edition No: 1**  
**Amendment: B**  
QA System rev 9-06-2016.doc6

**Page 8 of 20**

File: CMC QA Introduction to CMC

## 2.2 Objectives

By implementing the above stated policy on quality CMC intend to achieve the following objectives:

- To provide a better and/or more consistent quality of product and/or service to its customers.
- To improve the overall efficiency of the organisation, enabling the company to carry out work to specified standards of quality at the most economical rate.
- To improve and maintain the motivation of all employees and provide a safe work environment which affords the opportunity for each employee to carry out their work with an outcome that provides them with pride and satisfaction of a job well done.
- To eliminate rework, unsafe work practices and material wastes

As a result of achieving the above objectives we expect to enhance the reputation of our company, build profitability and develop a cohesive committed team, thus making it easier to secure new and challenging contracts.







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CMC QUALITY SYSTEM  
(SUMMARY QUALITY SYSTEM)**

**Document: INTRO**  
**Edition No: 1**  
**Amendment: B**  
QA System rev 9-06-2016.doc6

**Page 9 of 20**

File: CMC QA Introduction to CMC

### 2.3 Strategies to Achieve Objectives

The means by which the policy will be carried out and stated objectives achieved are many and varied. Some of the more notable methods are listed below. The company will:

- a) Develop and implement a Quality Management System which meets the requirements stated in AS/NZS ISO 9001:2008.
- b) Promote quality and service standards as being the responsibility of each and every employee.
- c) Establish and maintain a high degree of quality awareness at every level in the organisation, and encourage individual initiative in achieving performance and service delivery.
- d) Ensure that barriers to the successful implementation of the documented Quality System procedures are minimised by:
  - i) incorporating, in so far as possible, existing satisfactory and proven procedures and work practices;
  - ii) Minimisation of the extra paper workload by using standard forms which are practical and easy to fill out with a minimum of writing needed.
  - iii) encouraging regular constructive feedback from users of the Quality System and providing a mechanism to convey this feedback in a simple easy-to-use manner;
  - iv) providing a systematic approach to the on-going review and improvement of the system;
  - v) paying particular attention to the effective communication of the system throughout the company;
  - vi) Making the system sufficiently flexible to accommodate the necessary changes aimed at improving the system.





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**Document: INTRO**  
**Edition No: 1**  
**Amendment: B**  
QA System rev 9-06-2016.doc6

**Page 10 of 20**  
File: CMC QA Introduction to CMC

### 3 ORGANISATION AND RESPONSIBILITIES

#### 3.1 Company Organisation

Overall operations are managed from the head office currently located in Townsville at:

**HEAD OFFICE – TOWNSVILLE**

60 Davidson Street  
South Townsville Qld 4810

Phone: (07) 4771 5210  
Mobile: 0418 696 211

POSTAL ADDRESS  
PO Box 3753  
Hermit Park Qld 4812

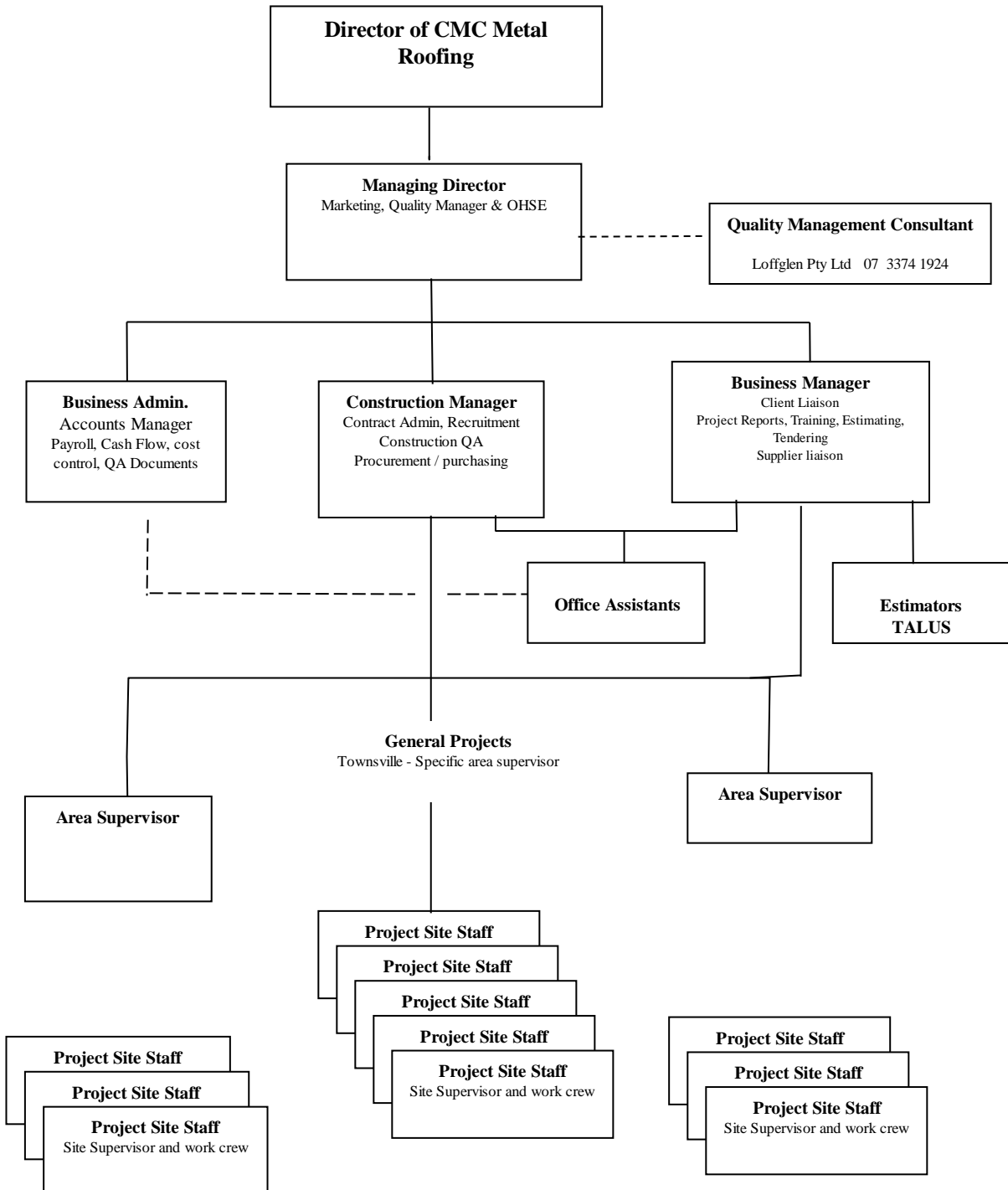
Other area offices and or construction site offices may be established in the future. All senior managers including the Quality Manager and the Construction Manager are based in the Townsville office. An Area Supervisor will be based at each area office as & when they are established from time to time.

Day to day operations on each work site will be the responsibility of on-site Supervisors who report to the Construction Manager and Business Manager on a regular or daily basis (or to the Area Supervisor for projects which are controlled from an area office).



### 3.2 Organisation Chart

As the company is still relatively small, certain persons are required to perform a dual function with responsibility. As the company grows it is intended that these dual functions will be reduced.





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(SUMMARY QUALITY SYSTEM)**

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**Edition No: 1**  
**Amendment: B**  
QA System rev 9-06-2016.doc6

**Page 12 of 20**  
File: CMC QA Introduction to CMC

### 3.3 Directors' Quality Related Responsibilities

**The directors of CMC undertake as follows:**

1. To develop and put into operation a Quality Management System for the company.
2. To ensure that the Quality System is explained and communicated to all employees to the extent appropriate to each employee's role within the organisation.
3. To ensure that all CMC employees receive the necessary on-going training that will enable them to competently carry out their responsibilities to the standard specified.
4. To regularly review the effectiveness of the Quality System and take the necessary initiatives to optimise its operation.

### 3.4 The Construction Manager and Business Manager

#### *3.4.1 Responsibilities*

The Business Manager and Construction Manager along with the Managing Director are the designated **Management Representatives** in matters relating to quality.

Their main responsibilities are

- i) Ensuring that the Quality System is adequately explained to all existing staff and new employees.
- ii) Routinely checking to ensure that the system is functioning in all areas of the company's operations. Monitoring the overall effectiveness of the system, looking for deficiencies in the system itself and developing strategies for the continuing improvement of the system.
- iii) Reviewing all reported non-conformances regularly to determine their nature and cause; developing strategies aimed at preventing recurrences of similar non-conformances in the future.
- iv) Carrying out formal internal audits of the system. Co-ordinating external 3rd party audits. Verifying that specific corrective actions have been taken as instructed or agreed.
- v) Verifying that persons throughout the company are adequately trained for their roles.



## 3.5 Area and Site Supervisors

### 3.5.1 Supervisors' Responsibilities

- i) To read all documentation on the Quality System that is distributed to them.
- ii) To ensure that all persons under their responsibility adequately understand their quality related responsibilities under the Quality System.
- iii) To carry out routine inspection of sections of the work and any planned testing in accordance with the relevant Inspection and Test Plan.
- iv) To complete the appropriate QA forms and distribute and file QA Records in accordance with the documented procedures.
- v) To adhere to documented procedures of Site Operations and work methods and to ensure that persons under their control adhere to documented procedures and work methods.
- vi) To encourage continuous improvement in methods and procedures and pass back to the Construction Manager proposed changes.
- vii) To co-operate fully with any person who is conducting an authorised internal or external audit of the Quality System.

### 3.5.2 Supervisor's Authority

- a) Direct employees under their control to carry out works in accordance with approved documented procedures and methods to the standard specified in all available contract documents.
- b) Direct employees under their control to stop a process or work method, which does not comply with CMC's documented procedures or methods or is not in accordance with good working practice or the contract specifications.
- c) Report directly to the Construction Manager any employee who fails to comply with a legitimate direction.

Supervisors are not authorised to dismiss an employee without receiving a specific direction to do so from the Construction Manager and then only in accordance with current Federal laws, documented company procedure and in the company of a third person.



### 3.6 All Employees' Responsibilities

#### 3.6.1 All Employees' Responsibilities

**It is the responsibility of all CMC employees:**

- i) To read all documentation on the Quality System that is distributed to them.
- ii) To bring to the attention of their supervisor as a matter of urgency any aspect of their responsibilities under the system which they do not fully understand.
- iii) To **carry out** their **work** in a **safe and trades like manner** consistent with good custom and practice in the civil construction industry and to the best of their abilities.
- iv) To participate in the development of new method statements, tool box meetings, safety huddles, risk assessments and quality inspections and tests.
- v) To give feedback to senior management on the operation and effectiveness of the system.
- vi) To co-operate fully with any person who is conducting an authorised internal or external audit of the Quality System and procedures.

#### 3.6.2 All Employees' Authority

- a) To request from their Supervisor the latest copy of a set of Procedures or Method Statement pertaining to the work which they do.
- b) In the event of a disagreement with their supervisor as to the best method for a particular task, to request that the Supervisor contact the Construction Manager (or Area Supervisor) for a ruling on the matter.
- c) To contact the Construction Manager directly in the event that a Supervisor refuses to refer a matter of concern to the Construction Manager (or area Supervisor) pursuant to item b) above.
- d) To voice constructive criticisms and proposals new or improved methods of the Quality System procedures and or its documented Methods to senior management by means of a Feedback Questionnaire (refer section 4.9 below).



## 4 DOCUMENTATION OF THE QUALITY SYSTEM

### 4.1 The 3 Levels of Quality Documentation

Documentation of the Quality System is divided into three distinct levels as shown:

#### 1a. THE QUALITY MANUAL *(This manual)*

**CONTENTS:**

- 1) Statement of Company Policy
- 2) Organisation & Responsibilities
- 3) Guide to Quality Documentation
- 4) Summarises the contents and purpose of each set of procedures
- 5) Implementation
- 6) Explains how Distribution of QA Documentation is controlled

**MADE AVAILABLE TO:**

- 1) All CMC Site Supervisors
- 2) CMC Office Staff
- 3) CMC Senior Management



#### 1b. INTRODUCTION TO CMC QA

**CONTENTS:**

- 1) Statement of Company Policy
- 2) Organisation & Responsibilities
- 3) Background to QA Concepts
- 4) Method of Implementation
- 5) Program of Implementation

**ISSUED OR MADE AVAILABLE TO:**

- 1) All employees
- 2) Any Client when requested



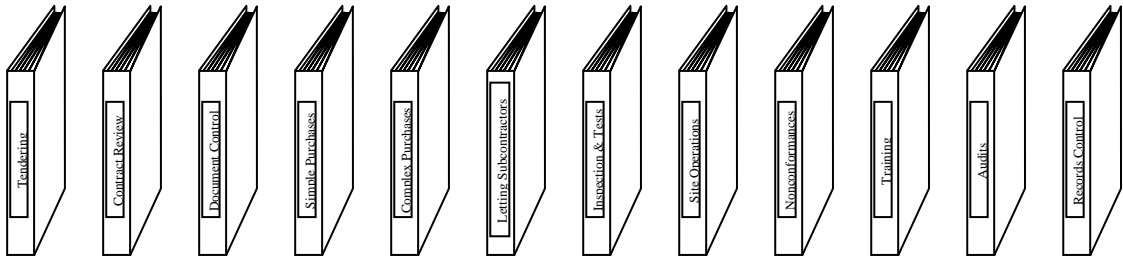
### 2. SET OF PROCEDURES

**CONTENTS:**

- 1) Procedures to be followed for various elements of the Quality System.
- 2) Each set of procedures is presented in a consistent format, which includes Scope, Objectives, Responsibilities and specific methods to be followed.
- 3) Where relevant standard CMC forms are attached to the procedures

**ISSUED TO:**

- 1) Each employee from Site Supervisor level up will be issued with those sets of procedures which are relevant to their responsibilities.
- 2) Employees will be issued with a 4-ring binder to hold their sets of procedures. (For most employees all their Quality Documentation should fit into a single binder).
- 3) 3<sup>rd</sup> Party body for the purposes of audit.
- 4) Procedures will not normally be available to other persons outside CMC. Outside persons may be allowed to view procedures at CMC head office upon request.



### 3. LIBRARY OF METHOD STATEMENTS

**CONTENTS:**

- 1) Specific Work Instructions for repetitive tasks carried out in CMC's normal work operations [1-50 Technical; 51 + Admin.]
- 2) Includes Scope, Responsibilities and detailed method instructions.

**MADE AVAILABLE TO:**

- 1) Any CMC employee involved in the process described.
- 2) Outside parties upon request.



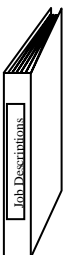
### 3b. JOB DESCRIPTIONS

**CONTENTS:**

- 1) Responsibilities & Duties of a particular position or for a particular person in CMC.

**ISSUED OR MADE AVAILABLE TO:**

- 1) The employee concerned
- 2) Employee's Supervisor
- 3) CMC Senior Management
- 4) Other CMC persons who may have an interest in contents
- 5) Outside parties involved in audit of QA system.





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(SUMMARY QUALITY SYSTEM)**

**Document: INTRO**  
**Edition No: 1**  
**Amendment: B**  
QA System rev 9-06-2016.doc6

**Page 16 of 20**

File: CMC QA Introduction to CMC

## 4.2 Updates and Revisions

This Quality System is intended to be both practical and flexible. The system is to be regularly monitored to ensure that it is both effective and efficient. It is expected that the system documentation will require revision and updating regularly. New state-of-the-art methods of work will evolve which will require new procedures and methods to be documented. As part of this on-going process the Quality System documentation will be revised and updated.

The convention for tracking revisions is as follows:

Edition Number Refers to a complete document. During development stages documents are issued as Draft 1, Draft 2 etc. Once implementation commences, documents are issued as Edition 1, Edition 2 etc.

Amendment Level When any edition is first issued, all the main pages (not the attachments) will show Amendment A. When a page is revised it will be re-issued as Amendment B etc. In this way single pages can be revised and re-issued on their own. Whenever practical, significant revisions will be highlighted **as in this example.**







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(SUMMARY QUALITY SYSTEM)**

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**Edition No: 1**  
**Amendment: B**  
QA System rev 9-06-2016.doc6

**Page 17 of 20**  
File: CMC QA Introduction to CMC

### 4.3 Amendment Control

The **back page** of each quality system document (ie. The quality manual and each set of procedures) is an **Amendment Checklist**. Whenever a new or revised page is issued it will be accompanied by an updated Amendment Checklist. The Amendment Checklist will always show the current edition and amendment status for every page of that document.

Whenever updated material for a particular document is issued in either a page change or a full rewrite of a procedure (such as The Quality Manual, a set of Procedures or a Method Statement) recipients are required to do the following:

- i) Check that all new pages which have the small box in the lower right hand corner have been initialled by the Quality Manager (does not apply to draft editions)
- ii) Insert the new/replacement pages in the correct positions and remove the superseded pages.
- iii) Double check the amendment level and date of each page and ensure that they match what is shown on the Amendment Checklist.
- iv) Destroy all superseded pages.
- v) Notify their supervisor or head office if they find any discrepancy in the documentation.
- vi) Sign and return the cover sheet they receive with the issue and return it to head office as confirmation that they have received the issue and complied with these requirements.





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**Edition No: 1**  
**Amendment: B**  
QA System rev 9-06-2016.doc6

**Page 18 of 20**  
File: CMC QA Introduction to CMC

#### 4.4 Distribution Control

The distribution of all documents which form part of the Quality Management System is controlled. Full details on how this control is achieved are contained in the Procedures for Document Control. A Master Distribution List is maintained by the Business Administration Manager which shows the names of all persons to whom any elements of the Quality System Documentation is to be issued. Each time any document (or even pages of a document) are issued a marked-up copy of the distribution list is kept as a record showing what each person has received.

#### 4.5 Feedback and Suggestions

A vital part of the on-going review and improvement of the system is the feedback from employees, each of whom is in some way involved in the implementation of the system. All employees are urged to contribute by sending in their suggestions for change and improvement.

**Part III** of this manual contains a **Feedback Questionnaire** (form 095Feedback). [Each set of procedures also contains a similar feedback questionnaire]. All holders are requested to use these Feedback Questionnaires frequently to make constructive criticism of the various system elements and offer suggestions for improvement.

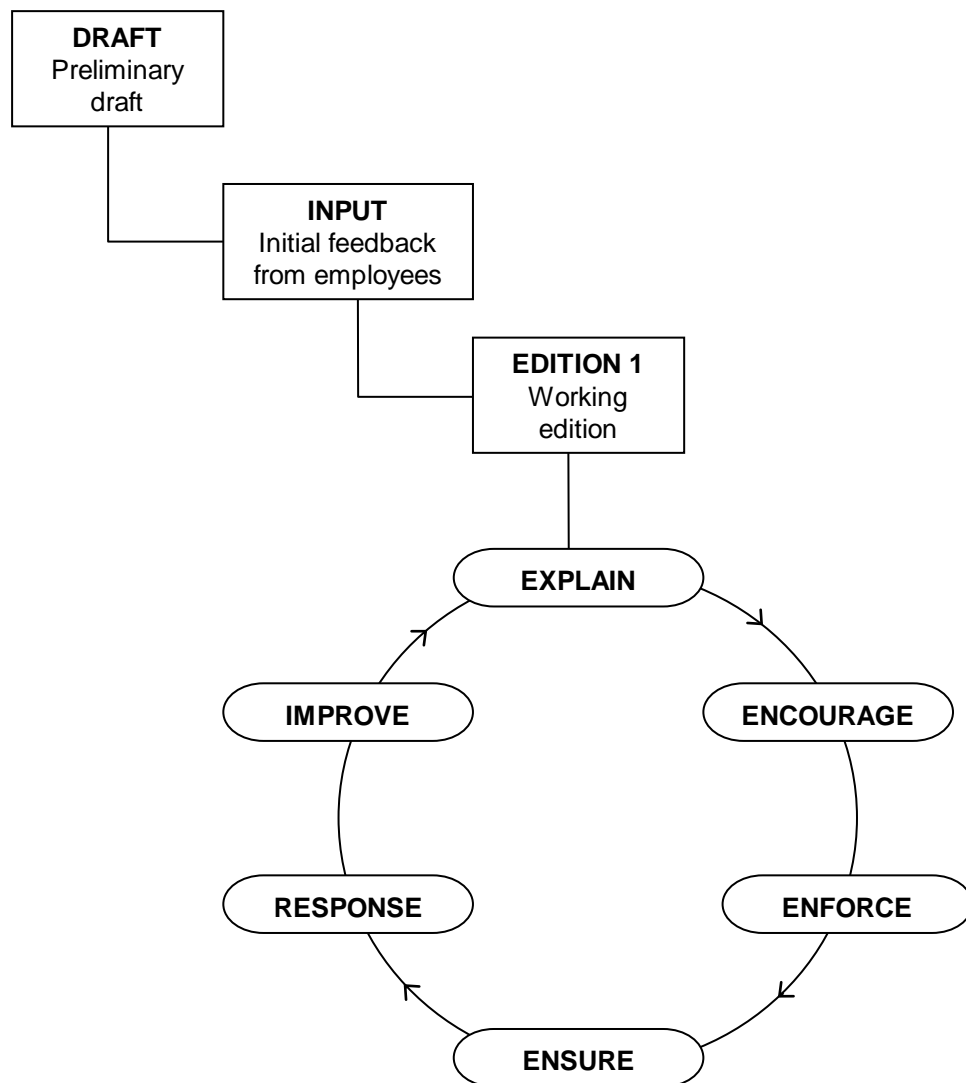
All feedback received is reviewed by the Quality Manager and appropriate action taken. Records are maintained of all suggestions received and the actions taken.



## 5 IMPLEMENTATION

### 5.1 General

Each set of Procedures and Method Statements will be introduced in a manner which allows employees maximum opportunity to contribute to the development and continuing evolution of the system. Draft documents form the basis from which the working editions are evolved. If any employee feels that a set of procedures is being "forced" upon them without consultation then he or she must speak up and say so - either at one of the internal training seminars, tool box meeting etc or by sending in a Feedback Questionnaire. The flow chart below illustrates the "Implementation Cycle".





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QA System rev 9-06-2016.doc6

**Page 20 of 20**  
File: CMC QA Introduction to CMC

## DEFINITIONS

<u>Concession</u>	Written authorisation to use or release a quantity of material, components or stores already produced but which do not conform to the specified requirements.
<u>Customer</u>	A person or company who enters into a contract with CMC for CMC to provide a construction service or product to them.
<u>Disposition</u>	The action to be taken in respect of resolving nonconformances.
<u>Hold point</u>	A point in the construction process beyond which the work may not proceed without authorisation.
<u>Inspection &amp; Test Plan</u>	A document which identifies, normally in the sequence of activities of a construction process, the inspection, testing and acceptance requirements for each activity.
<u>Nonconformance</u>	The non-fulfilment of specified requirements.
<u>Procurement</u>	Those activities necessary to obtain works or services in accordance with the specified requirements.
<u>Quality</u>	The totality of features and characteristics of a product or service that bear on its ability to satisfy stated or implied needs.
<u>Quality Assurance (QA)</u>	All those planned and systematic actions necessary to provide confidence that a product or service will satisfy given requirements for quality.
<u>Quality Control (QC)</u>	The operational techniques and activities that are used to fulfil requirements for quality.
<u>Quality Management</u>	That aspect of the overall management function that determines and implements the quality policy.
<u>Supplier</u>	A person or company who supplies materials to CMC.
<u>Traceability</u>	The ability to trace the history, application or location of an item or activity, or similar items or activities, by means of recorded identification.

