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Accredited Disability Access Consultants

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QMS OVERVIEW

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Creating an
Accessible World



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Company policy and objectives

Introduction

Business of the company

Access Solutions National Pty. Ltd. (The company) is a flexible disability access consultants company that works collaboratively with organisations, providing specialist advice on disability related issues. We're committed to providing accurate advice and creative solutions to increase the opportunities for people with a disability. This Quality Management System (QMS) is integrated across the company's core business areas, which are:

Product Development, Product Evaluation, Disability Access Consulting, Professional Development & Workplace Assessments

Understanding the company manual

See [Documentation standards](#) for information about language, layout, typesetting, navigation and the TKO database

Organisational charts

Positions organisational chart

See the organisational chart in [Manage staff levels](#)

Roles organisational chart

See the Organisational Chart tab in the TKO main window.

Policy

Quality (QMS) policy and scope

The company has applied the ISO 9001:2000 standard to its operation. This TKO database contains the integrated Quality Management System (QMS) that the company has implemented.

Staff of the company provide services that result in customer satisfaction, staff fulfillment and profitability.

The company uses this policy to ensure that it:

- Remains a viable and competitive supplier of its products and services
- Achieves industry excellence in its business and operational processes

The company is committed to the success of its quality management system. Staff continually improve its effectiveness and ensure that it complies with the requirements of the ISO 9001:2000 standard.

There are no exclusions from ISO 9001:2000 requirements except Clause 7 requirements that are not relevant to the business of company.

See:

- [Quality overview](#)
- [Map of ISO 9001:2000 to procedures](#)

Privacy policy

The company:

- Respects the privacy of customers, employees and the general public.
- Complies with Australian privacy law.

See:

- [Privacy rules](#)
- [Non-disclosure](#)
- [About your employee record](#)

Company policy and objectives

Environment policy

The company respects the need for a sustainable environment, recycles waste and uses non-renewable resources responsibly.

See [Environment and waste management practice](#)

Equal opportunity policy

The company is an equal opportunity employer.

See [Equal opportunity employment](#)

Company policy and objectives

Environment policy

The company respects the need for a sustainable environment, recycles waste and uses non-renewable resources responsibly.

See [\[I020460\] Environment and waste management practice](#)

Safety Policy

The company recognises its moral and legal responsibility to provide a safe and healthy work environment for employees, contractors, customers and visitors, and to ensure that its operations do not place the local community at risk of injury, illness or property damage.

See [Safety policy](#) for details.

Risk management

The company manages hazard risk and commercial risk in its decisions.

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Quality overview

Purpose

Explains the structure and objectives of the quality management system

Information

Quality Management System

The company has applied the ISO 9001:2000 standard to its operation. This TKO database contains the integrated Quality Management System (QMS) that the company has implemented.

Company management has established QMS Policy and QMS Objectives (see below), which it reviews regularly.

For information about the functional areas of the company, see [Process and procedure overview](#).

Each process and procedure document has a chart and extensive cross references showing the interaction between the processes of the QMS. [Process and procedure overview](#) is the top level of the hyperlinked hierarchy of documents.

Each procedure document sets out the roles that are responsible for carrying out its activities. This TKO database has a corresponding record for each role, describing its duties and responsibilities. The database also contains an organisational chart and staff list.

The database shows the assignment of staff members to roles. The collection of role descriptions for a staff member is the job description of that staff member.

See also [Map of ISO 9001:2000 to procedures](#).

Organisation of the procedures manual

Process documents

The grouping of documents in procedures manual follows a natural grouping of the processes of the business. [Process and procedure overview](#) is the top level of the hierarchy of documents.

Documents that apply throughout the business

The following procedures require special mention because they contain documents that apply throughout the business:

- [Practise company culture](#) contains the documents that describe company culture or apply across the business. These include:
 - Company culture:
 - Ethics
 - Privacy
 - Dress code
 - Behaviour standards
 - Communication with customers and other staff
 - Confidentiality
 - Equal opportunity
 - Meeting procedure
 - General staff meeting agenda
 - Safe work practices
 - Emergency procedures

- [Manage records and data security](#) contains:
 - Record retention schedule in [Forms & Databases: Manage records and data](#) (a schedule of all company records showing storage medium, place and duration)
 - Work in progress record locations (a description of all places for storing records, data or work while they are in progress)

Quality overview

Quality overview

Quality objectives

The company has the following objectives for fulfilling its quality policy. Each objective refers to the procedures that have the corresponding measurement tools and criteria:

- Meet the performance requirements set by the Managing Director. See:
- [Review and implement strategy](#)
- [Review sales performance](#)
- [Plan merchandising and trading](#)
- [Perform service](#)
- Ensure that a consistently high standard of service is provided to customers
- [Manage customer feedback and followup](#)
- Ensure that staff follow (and contribute to) the relevant practices
- [Manage processes](#)
- [Acknowledge and review performance](#)
- Ensure that the business continues to reflect best industry practice
- [Manage processes](#)
- [Design product or service](#)
- Ensure continuous improvement
- [Manage processes](#)
- Ensure that staff skills continually meet the needs of customers
- [Manage processes](#)
- [Manage training and professional development](#)
- Ensure that staff have the opportunity for professional fulfillment and advancement in their work
- [Manage training and professional development](#)
- [Acknowledge and review performance](#)

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Map of ISO 9001:2000 to procedures

Purpose

This document explains the structure of the Quality Management System (QMS) and shows how it satisfies the requirements of ISO 9001:2000.

Structure of the QMS

This TKO database contains the QMS in its people, role, process, procedure and document records and in the relational links between the records.

See [Documentation standards](#) for diagrams that explain the database structure and the document hierarchy.

ISO9001:2000 mapping

This section maps ISO 9001:2000 to the procedures in this database. It shows the procedures relevant to each clause of the standard.

This document contains material summarised from AS/NZS ISO 9001:2000 Quality management systems—Requirements. The original material is (C) Standards Australia/Standards New Zealand. We have reproduced the headings to indicate how the Q-Template maps to the standard.

4 Quality Management System

4.1 General requirements

1. Identify processes
2. Interaction of processes
3. Effectiveness of processes
4. Responsibility
5. Analysis of processes
6. Continual improvement

Procedures:

[Review and implement strategy](#)

[Manage processes](#)

Each process and procedure document has extensive cross references showing the interaction between the processes of the QMS. (c)

4.2 Documentation requirements

4.2.1 Documentation requirements—General

7. Quality policy & objectives
8. Quality manual
9. Documented procedures
10. Control of processes
11. Records

Procedures:

[Company policy and objectives](#) —QMS scope, policy and objectives (a)

This document is the quality manual (b)

The documented procedures in this TKO or Cruise Control database (c)

[Manage processes](#) —Planning operation and control documents (d)

[Review and implement strategy](#) —Planning operation and control documents (d)

[Manage records and data security](#) —Records (e)

Map of ISO 9001:2000 to procedures

Description of records throughout the documented processes —Records (e)

4.2.2 Documentation requirements—Quality manual

12. Scope of QMS
13. Documented procedures
14. Interaction of processes

Procedures:

[Company policy and objectives](#) —QMS scope, policy and objectives (a)

[Manage processes](#) —Documented procedures for the QMS (b)

[Manage records and data security](#) —Documented procedures for the QMS (b)

Each process and procedure document has extensive cross references showing the interaction between the processes of the QMS. (c)

4.2.3 Documentation requirements—Control of documents

15. Approval of documents
16. Update documents
17. Identify current version
18. Latest version available
19. Readily identifiable
20. Control external documents
21. Prevent use of obsolete documents

Procedures:

[Manage processes:](#)

Document control

4.2.4 Documentation requirements—Control of records

Procedure for identification, storage, protection, retrieval, retention time and disposition of records

Procedures:

[Manage records and data](#)

Record retention schedule in [Forms & Databases: Manage records and data](#) —
Documented procedures for records management

5 Management responsibility

5.1 Management commitment

22. Communication about customer and regulatory requirements
23. Establish quality policy
24. Establish quality objectives
25. Conduct management reviews
26. Availability of resources

Procedures:

[Review and implement strategy](#) —Directives about quality policy and objectives, management review, resources for QMS, setting agenda for staff meetings

5.2 Customer focus

Determine and meet customer requirements

Procedures:

[Design product or service](#)

Map of ISO 9001:2000 to procedures

[Evaluate and close sale](#)

[Manage customer feedback and followup](#)

5.3
27.

Quality policy

- Appropriate
- 28. Includes commitment
- 29. Framework for reviewing objectives
- 30. Communicated to staff
- 31. Continually reviewed

Procedures:

[Company policy and objectives](#)

[Review and implement strategy](#)

[Manage processes](#)

5.4 Planning

Procedures:

[Review and implement strategy](#)

[Manage processes](#)

5.4.1 Planning—Quality objectives

Measurable objectives at relevant levels

5.4.2 Planning—QMS Planning

- 32. QMS planning to meet objectives
- 33. Integrity of QMS is maintained

5.5 Responsibility, authority and communication

Procedures (covering all subsections):

[Review and implement strategy](#)

[Manage processes](#)

[Manage training and professional development](#)

[Deploy staff](#)

[Review and implement strategy](#) (staff meeting)

[Practice company culture](#) (communication)

5.5.1 Responsibility and authority

Define and communicate responsibilities

5.5.2 Responsibility, authority and communication—Management representative

- 34. Implement and maintain QMS processes
- 35. Report to top management on QMS requirements
- 36. Promote customer requirements

5.5.3 Responsibility, authority and communication—Internal communication

Establish communication processes

5.6 Management review

Procedures (covering all subsections):

[Review and implement strategy](#)

Map of ISO 9001:2000 to procedures

[Manage processes](#)

[Manage customer feedback and followup](#)

[Manage staff levels](#)

5.6.1 Management review—General

Records from management reviews shall be maintained

5.6.2 Management review—Input

37. Results of audits
38. Customer feedback
39. Performance/product conformity
40. Status of preventive and corrective actions
41. Follow-up actions from previous meeting
42. Other potential changes
43. Recommendations for improvement

5.6.3 Management review—Output

Decisions or actions related to:

44. QMS improvements
45. Product improvements related to customer requirements
46. Resource needs

6 Resource management

6.1 Provision of resources

47. Resources for maintenance of QMS
48. Customer requirements and satisfaction

Procedures:

[Review and implement strategy](#)

[Manage staff levels](#)

[Plan merchandising and trading](#)

6.2 Human resources

Procedures (covering all subsections):

[Manage staff levels](#)

[Employ new staff](#)

[Manage training and professional development](#)

[Deploy staff](#)

[Review performance](#)

[Update employee record](#)

[Issue and return company items](#)

[Practice company culture](#)

6.2.1 Human resources—General

49. Appropriate education, training, skills and experience

6.2.2 Human resources—Competency, awareness and training

50. Competency
51. Training
52. Effectiveness of actions

Map of ISO 9001:2000 to procedures

- 53. Employee awareness
- 54. Records of education, training, experience

Map of ISO 9001:2000 to procedures

6.3 Infrastructure

- 55. Buildings, workspace
- 56. Process equipment
- 57. Supporting services

Procedures:

[Manage the suppliers and products list](#)

[Issue and return company items](#)

[Manage office & site services](#)

[Review, acquire and dispose of assets](#)

[Maintain assets and site security](#)

6.4 Work environment

To achieve product conformity

Procedures:

[Manage OHS inspection](#)

[Maintain assets and site security](#)

7 Product realisation

7.1 Planning of product realisation

- 58. Product objectives and requirements
- 59. Required processes and resource requirements
- 60. Required monitoring, verification, etc
- 61. Required evidence of requirements having been met

Procedures:

[Perform service](#)

[Plan merchandising and trading](#)

[Manage records and data](#)

7.2 Customer-related processes

Procedures (covering all subsections):

[Design product or service](#)

[Evaluate and close sale](#)

[Manage customer feedback and followup](#)

[Perform service](#)

[Manage office & site services](#)

7.2.1 Customer-related processes—Determination of requirements related to the product

- 62. Requirements specified by the customer
- 63. Requirements not stated
- 64. Regulatory requirements
- 65. Additional requirements

Map of ISO 9001:2000 to procedures

7.2.2 Customer-related processes—Review of requirements related to the product

66. Define product requirements
67. Resolve differing requirements
68. Ability to meet requirements

Records of the results of the review of requirements and actions arising from the review shall be maintained

7.2.3 Customer-related processes—Customer communication

69. Product information
70. Orders and enquiries
71. Customer feedback (including customer complaints)

7.3 Design and development

Procedures (covering all subsections):

[Manage processes](#)

[Design product or service](#)

7.3.1 Design and development—Planning

72. The design and development stages
73. The appropriate review, verification and validation
74. Responsibilities and authorities

7.3.2 Design and development—Inputs

75. Functional and performance requirements
76. Applicable statutory and regulatory requirements
77. Information from previous similar designs
78. Other requirements

7.3.3 Design and development—Outputs

79. Meet the input requirements
80. Information for purchasing, production and service
81. Product acceptance criteria

7.3.4 Design and development—Review

Systematic reviews:

82. Evaluate results to meet requirements
83. Identify problems and propose actions

Records of results of reviews required

7.3.5 Design and development—Verification

In accordance with planned arrangements (see 7.3.1)

Records of results and actions required

7.3.6 Design and development—Validation

In accordance with planned arrangements (see 7.3.1)

Prior to delivery or implementation

Records of results and actions required

7.3.7 Design and development—Control of design and development changes

Identify and evaluate changes and their effect

Map of ISO 9001:2000 to procedures

7.4 Purchasing

7.4.1 Purchasing—Process

Records of the results of supplier evaluations and any necessary actions arising from the evaluation shall be maintained

Procedures:

[Manage the suppliers and products list](#)

7.4.2 Purchasing—Information

- 84. Requirements for approval
- 85. Requirements for qualification of personnel
- 86.** QMS requirements

Adequacy

Procedures:

[Plan merchandising and trading](#)

[Manage the suppliers and products list](#)

7.4.3 Purchasing—Verification of purchased product

- Inspection of goods
- Inspection at supplier site

Procedures:

[Purchase goods and services](#)

7.5 Production and service provision

Procedures (covering all subsections):

[Evaluate and close sale](#)

[Perform service](#)

[Manage processes](#)

[Manage training and professional development](#)

[Manage records and data security](#)

7.5.1 Production and service provision—Control of

Under controlled conditions

- 87. Description of product
- 88. Work instructions
- 89. Use of suitable equipment
- 90. Use of monitoring and measuring devices
- 91. Implementation of monitoring and measurement
- 92. Release, delivery and post-delivery

7.5.2 Production and service provision—Validation of processes for

Post delivery validation

- 93. Defined criteria
- 94. Suitable equipment and personnel
- 95. Specific methods
- 96. Record requirements
- 97. Revalidation

Map of ISO 9001:2000 to procedures

7.5.3 Production and service provision—Identification and traceability

Identify product throughout process

Identify product status

Unique identification of the product for traceability

7.5.4 Production and service provision—Customer property

Exercise care with customer property

Identify, verify, protect and safeguard customer property provided for use

Report to customer (and note) if lost, damaged or unsuitable

7.5.5 Production and service provision—Preservation of product

Including identification, handling, packaging, storage and protection

7.6 Control of monitoring and measuring devices

What needs measuring?

What measurement devices?

98. Establish processes

99. Frequency of calibration

100. Adjusted / re-adjusted

101. Identified

102. Safeguarded from re-adjustment

103. Protected

Potential product affected by faulty calibration equipment

Computer software used for measuring

Procedures:

[Maintain assets and site security](#)

8 Measurement, analysis and improvement

8.1 General

Monitoring, measurement, analysis and improvement processes:

104. Conformity of product

105. Conformity of QMS

106. Continual improvement of QMS

8.2 Monitoring and measurement

Procedures (covering all subsections):

[Manage processes](#)

[Review sales performance](#)

[Manage customer feedback and followup](#)

[Perform service](#)

[Manage the suppliers and products list](#)

[Review and acknowledge performance](#)

[Manage safety consultation](#)

[Manage safety inspection](#)

Map of ISO 9001:2000 to procedures

Map of ISO 9001:2000 to procedures

8.2.1 Monitoring and measurement—Customer satisfaction

Obtain and measure information

8.2.2 Monitoring and measurement—Internal audit

Planned intervals

107. Checks QMS conforms

108. Checks QMS efficient

Plan audit

Responsibility for audits

Take action following audits

8.2.3 Monitoring and measurement—Of processes

Monitoring

Measurement

8.2.4 Monitoring and measurement—Of product

Verify product requirements met

Indicate the person(s) authorizing release of the product

Product release

8.3 Control of nonconforming product

Identify nonconforming product

Specify controls

109. Eliminate nonconformity

110. Release under concession

111. Preclude use

Records of actions

Procedures:

[Perform service](#)

8.4 Analysis of data

112. Customer satisfaction

113. Conformity of product requirements

114. Trends for preventive action

115. Suppliers

Procedures:

[Review and implement strategy](#)

[Manage processes](#)

[Manage customer feedback and followup](#)

[Perform service](#)

[Manage the suppliers and products list](#)

[Review and acknowledge performance](#)

[Manage safety consultation](#)

[Manage safety inspection](#)

Map of ISO 9001:2000 to procedures

Map of ISO 9001:2000 to procedures

8.5 Improvement

Procedures (covering all subsections):

[Manage processes](#)

[Manage safety consultation](#)

[Manage safety inspection](#)

[Manage hazard risk](#)

8.5.1 Improvement—Continual improvement

Through quality policy, quality objectives, audit results, analysis of data, corrective and preventive actions, and management review

8.5.2 Improvement—Corrective action

Documented procedure for:

- 116. Reviewing nonconformities (including customer complaints)
- 117. Determine causes of nonconformities
- 118. Avoiding recurrence
- 119. Actions needed
- 120. Records of action taken
- 121. Review action taken

Records of the results of corrective action taken

8.5.3 Improvement—Preventive action

Determine action to eliminate cause of nonconformities

Documented procedure to:

- 122. Determine potential nonconformities
- 123. Evaluate need for action to prevent occurrence
- 124. Implement action
- 125. Record actions taken
- 126. Review preventive action taken

Records of the results of preventive action taken

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Map of AS 4801:2001 to the safety system

Purpose

This document explains the structure of the Occupational Health and Safety (OHS) system and shows how it satisfies the requirements of AS4801:2001 (Occupational health and safety management systems - Specification with guidance for use).

Information

Mapping of the safety system to AS4801:2001

The following procedures contain the safety system. For each procedure, this document shows the topics in the standard that the procedure covers.

Planning and governance

- [Manage processes](#)
- Requesting HIRAC for policy or procedure change
- Changing procedures to reflect HIRAC recommendations
- Continually improving safety practices
- [Design product or service](#)
- Requesting HIRAC for new or revised products or services
- [Practice company culture](#)
- General safety responsibilities of employees
- Safe work practices
- Safety policy details

Sales

- [Evaluate and close sale](#)
- Requesting HIRAC for unusual jobs (job safety analysis) and using results to create work order and quote

Purchasing

- [Manage the suppliers and products list](#)
- Requesting HIRAC before selecting new products, including assets
- Checking safety systems of subcontractors and suppliers
- Recording presence and information about hazardous substances and dangerous goods
- [Purchase goods and services](#)
- Return to work plan services
- Requesting HIRAC for new products including assets

Map of AS 4801:2001 to the safety system

HR Management

- [Manage training and professional development](#)
- Safety training, including:
 - Induction
 - Equipment issue training
 - Permits training
 - Conducting regular employee review of safety practices (refresher training)
- [Deploy and promote staff](#)
- Appointing Employee Safety Representative
- Replacing employee on leave after incident
- [Update employee record](#)
- Recording WorkCover claim details
- [Issue and return company items](#)
- Access to equipment that requires training
- Issue of personal protective clothing and equipment

Safety management

- [Manage safety consultation](#)
- Electing employee safety representative
- Operating safety committee
- Scheduling regular employee review of safety practices (toolbox meetings or weekly staff meetings)
- Conducting regular employee review of safety practices (improvement)
- Distributing safety information
- Measuring safety performance
- Continually improving safety practices
- Reporting safety performance to employees
- [Manage hazard risk](#)
- Immediate response to hazard
- Safety action plan
- HIRAC procedure for:
 - Reported hazards
 - Unusual jobs (job safety analysis)
 - New products including assets and substances
 - Permits to work
 - Proposed policy or procedure change (hazard control)
- [Manage safety incident](#)
- Emergency response
- Recording and reporting incidents
- Investigating incidents
- [Manage Workcover claim](#)
- Managing claim
- Managing return to work plan
- [Resolve safety issues](#)
- Resolving unsatisfied hazard reports
- [Manage safety inspection](#)
- Workplace safety inspections—scheduling and conducting

Map of AS 4801:2001 to the safety system

Manage office and site services

- [Manage records and data security](#)
- Managing safety records
- [Review, acquire and dispose of assets](#)
- Workplace facilities list
- Workplace facilities and practices inspection checklist
- [Maintain assets and site security](#)
- Reporting defective equipment
- Equipment maintenance schedule and records
- Induction (of visitors)

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