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Policy Statement

Bowhill Engineering is committed to quality providing our clients a Lean Business System that is an Integrated Management System that complies with ISO 9001:2015

Our quality objective is to meet or exceed all customer & applicable legislative requirements and expectations in a proactive, professional and cost effective manner.

To achieve this objective we will:

- Set objectives and targets to measure our performance and identify opportunities for improvement.
- Provide adequate resources to continually review and improve our business process and quality management system
- Encourage all people to integrate quality management into the way we work and promote its application as a method for continual improvement within their area of responsibility.
- Actively seek performance feedback from our customers and address opportunities for improvement that are identified.
- Ensure that we communicate our commitment to quality to our staff using a variety of methods.
- This policy and associated documents shall be subject to continuous review.

This policy applies to 68 Weber Road, Bowhill SA 5238 and includes all business activities, operational activities and administration services associated with heavy and complex structural engineering, located at this site. This policy is to be read in conjunction with our [Integrated Systems Management](#) Manual. It applies to all staff, clients, customers, suppliers and sub-contractors whilst they are located on our site. The IMS Manual is the over-riding top document

Communication

- [Staff Induction Procedures](#) - All staff shall have a formal introduction to the system and relevant training in those procedures with which they must comply to uphold the system. They are paired with a Buddy who can support with any queries.
- [Performance Appraisal Procedures](#) – All staff have an annual formal Performance Appraisal followed by a 6 month review. This process addresses, but is not limited to: Staff Performance, Individual Goals, Training Requirements, Skills Matrix, Staff Morale, Business Improvements and Wage Negotiations
- [Management Review Meetings](#) (MRM) are held monthly for Board, Admin & Production. Set Agenda's which contain reporting prompts and specific action plans are created to ensure all set actions are achieved.

Quality System Overview



- [Toolbox Meetings](#): Hazard Committee meet monthly, Admin & Production teams meet each Monday, with set agenda & documented action plans.
- [Celebration Hour](#): Work sponsored time to enjoy & celebrate successes at both a business and personal level.
- [Documented Processes](#) – all workflows stem from the four core business processes: Tender Setup > Project Setup > Project Checklist > Project Completion. All work flows are documented and hyperlinked back to these four core procedures.
- [Management Structure](#) – shows the company structure and Line Management hierarchy, also details which MRM groups each individual is a part of.
- [Reporting Chart](#) – details what form staff should submit to what person
- [Notice boards](#) – located in lunchroom, admin office, production office, and 5S zones

Training

- Included in our [WHSE Calendar](#), our [Training Register](#) is set up to ensure that appropriate staff are trained in all required areas & equipment.
- This is reviewed individually via [Staff Induction](#) & [Performance Appraisals](#) & [Skills Matrix](#)
- This is reviewed by type of equipment annually via the [Service Register](#) & [Training Register](#)
- This is reported monthly via [EOM Procedures](#)

Objectives & Targets

- Maintain our In Full on Time Delivery rate of 100%
- Commit to keeping Rework under 1% of Production Hours
- Quality NCR issues are closed out within 30 days
- Feedback from customers is actioned (via Debrief meetings) within 30 days
- Customer Satisfaction (Survey Monkey) results are 80% or higher
- Net Promoter score of 40% or higher

Measures

[Internal Audit](#) & [Internal Audit Report](#)

- **Board:** [Business Plan Summary](#) > [Monthly Business Plan Reports](#) (and actions)
- **Management Review:** [Business Plan Framework](#) > Management Review
- **Admin & Finance:** EOM & EOFY Procedures which includes KPI's & Benchmarking data
- **Production:** Tender Setup > Project Setup > Project Checklist > Project Completion
- **Hazard Committee:** [Agenda](#) > [WHSE Calendar](#)> WHSE Monthly Reports > [Action Plans](#) & [WHSE Statistics](#)
- **Customer Satisfaction & Delivery Performance** (part of [Project Completion Procedures](#) & [Business Plan Summary](#) > [Customer](#))
- **HR:** [Recruit](#) > [Induct](#) > [Performance Appraisal](#) > [Train](#) > [Farewell](#) & [Annual Report](#)
- **WHSE:** [WHSE Calendar](#) > Monthly Reports (and actions) > [WHSE Statistics](#)
- **Morale** ([WHSE Calendar](#)– annual staff survey's undertaken)
- **Quality** ([NCR Procedure](#) – part of EOM procedures)
- [Data for Dashboard](#) (updated monthly via EOM audits)
- **Benchmarking** (part of [EOFY audit](#))

- **Annual Report** (part of [EOFY audit](#))

Customer Focus

- [Business Plan Review - Customer](#) including [Customer Focus](#) Policy reviewed annually via MRMB Annual Agenda to ensure we meet (and preferably exceed) our customer expectations.

Supplier Selection & Evaluation

- [Supplier Evaluation](#), [Supplier Evaluation Form](#), [Supplier Agreements](#), [Supplier Code of Conduct](#)
- [Purchasing Procedure](#) & [Safe Purchasing Policy](#)
- [Red Important Notice](#) – Is attached to any Purchasing paperwork that Non-Conforms
- [NCR Procedure](#) & [Non Conformance Register](#) – Any use of above form, must also be entered on the register and corresponding ID number entered on the form.

Safe Purchasing Policy

- As part of our [Purchasing Procedure](#)
- Our suppliers are asked to comment on their Quality, Safety & Environment Systems as per our [Client Account Application Form](#) and inform us immediately if they cannot abide to the terms shown on our [Supplier Code of Conduct](#)
- The person tendering for any project will use the [Project Bid Performa](#) to help gauge the suitability of the project and client.
- Existing clients will be reviewed at our monthly MRMA via our [Client Relationship Checklist](#)

Legal and Regulatory

- Awards, Memberships & Groups – Boweng Website > [Success](#)
- IMS > Safety > Reporting > [Licences & Registrations](#) – reviewed annually via [WHSE Calendar](#).

Policy > [WHS Policy](#)

- [WHS Procedures](#)
- [WHSE Hazard Committee](#)
- [Contractor's Management Policy](#)
 - [Contractors WHSE Induction Checklist](#)
 - [Contractor Register](#)
- [Safe Purchasing Policy](#)
- [Risk Management Policy](#)

Communication > [WHS Procedures](#)

- [WHSE Annual Calendar](#) which lists all legal requirements into an annual schedule
- Refers to [Work Health and Safety Act 2012 \(SA\)](#) and the [Work Health and Safety Regulations 2012 \(SA\)](#), [Australian Standards](#), [WHSE Reporting Policy](#)
- [Codes of Practice](#) – are now included within the relevant WHSE monthly Reports
- [Safety Inspection Checklists](#) – are now included within the relevant WHSE monthly Reports
- [Risk Assessment Process](#)
- [WHSE Reporting Policy](#)
- [WHSE Reporting Chart](#)
 - [WHSE Report Form](#)
- [Grievance Procedure](#)
- [Management Review Meetings](#)
- [WHSE Hazard Committee](#)
- [Induction Procedures](#)
 - [Induction Handbook incl Policies and Procedures Acceptance](#)
- [Register of Training - Individual](#)

Training

- Included in our [WHSE Annual Calendar](#), our [Training Register](#) is set up to ensure that appropriate staff are trained in all required areas & equipment.
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- This is reviewed by type of equipment annually via the [Service Register](#).
- This is reported monthly via [EOM Procedures](#) for the [Service Register](#)– Training required.

Measures

All procedures are setup as checklists and must be 100% completed and signed off on by a Team Leader.

- **WHSE:**
 - [WHSE Annual Calendar](#) (topics identified per month)
 - [WHSE Monthly Report](#) (topics reported on per month)
 - [Non Conformance Reports](#) (for both Safety Checklists & Incidents/Accidents & Near Misses)
 - [WHSE Statistics](#) (showing Reportable, Non Reportable, by injury type, lost man hours & days)
- **Board:** [Business Plan Summary](#) > [Monthly Business Plan Reports](#) (and actions)
- **Project Management:** Tender Setup > Project Setup > Project Checklist > Project Completion
- **HR:** Recruit > Induct > Performance Appraisal > Train > Farewell
- **Admin & Finance:** EOM & EOFY Procedures

Legal and Regulatory

- [Licences & Registrations](#)
- [Working at Heights Register](#)
- [Electrical Testing & Tagging](#)
- [Emergency Control SIT](#)
- [Calibration Register](#)
- [Noise Assessment Register](#)
- [Pollution Control Register](#)

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