

Quality Management Plan

SAMPLE

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Purpose and Scope

This Quality Management Plan (QMP) establishes the framework, processes and responsibilities for ensuring that products, services and work activities delivered by [Company Name] consistently meet defined quality requirements, client expectations and applicable legal and other obligations, including work health and safety (WHS) duties.

The QMP:

- Integrates quality management with [Company Name]'s WHS management system.
- Provides a systematic approach to planning, controlling, assuring and improving quality.
- Applies to all workers, contractors and other persons undertaking work for or on behalf of [Company Name].
- Covers all stages of work including planning, design, procurement, delivery, monitoring, review and continual improvement.

This document is to be read in conjunction with relevant WHS policies, procedures, risk management plans, Safe Work Method Statements (SWMS), and project-specific management plans.

Quality Management Objectives

[Company Name] is committed to delivering products and services that are safe, reliable and compliant with specified requirements. The key quality objectives are to:

- Ensure all work activities comply with applicable legislation, standards, codes of practice, contractual requirements and internal policies.
- Integrate quality requirements into WHS risk management to prevent incidents, defects and rework.
- Maintain consistent work methods that produce predictable, high-quality outcomes.
- Reduce non-conformances, customer complaints and WHS incidents associated with poor quality workmanship or materials.
- Promote worker consultation, participation and competence in quality and WHS processes.
- Establish measurable quality performance indicators and targets.
- Drive continual improvement through monitoring, audits, corrective actions and management review.

Quality objectives will be reviewed at least annually, or when there are significant changes to operations, legislation or client requirements.

Roles, Responsibilities and Consultation

Officers (e.g. Directors, Senior Executives)

Officers of [Company Name] must exercise due diligence to ensure that the organisation has and uses appropriate resources and processes to manage quality and WHS risks. Officers are responsible for:

- Setting and endorsing the quality and WHS policy and objectives.
- Ensuring adequate resources are allocated for quality planning, training, supervision, inspection and testing.
- Reviewing quality performance reports and ensuring effective corrective and preventive actions are implemented.
- Promoting a culture where quality and WHS are core business values.
- Ensuring legal and other requirements relating to quality and WHS are identified, understood and complied with.

Managers and Supervisors

Managers and supervisors are responsible for implementing this QMP within their areas of control. Responsibilities include:

- Planning work so that quality and WHS requirements are clearly defined and communicated before work starts.
- Ensuring procedures, work instructions, SWMS and quality controls are in place and followed.
- Verifying workers are competent and adequately supervised.
- Monitoring work output, conducting inspections and addressing non-conformances.
- Ensuring equipment, plant and materials meet specified quality and safety standards.
- Facilitating consultation with workers on quality and WHS matters.
- Reporting quality performance to senior management and participating in management reviews.

Workers

Workers have an obligation to take reasonable care for their own health and safety and that of others, and to follow quality and WHS procedures. Workers are responsible for:

- Performing work in accordance with documented procedures, SWMS, specifications and instructions.
- Using tools, plant and equipment correctly and reporting defects or damage.
- Identifying and reporting hazards, non-conformances, near misses and incidents.

- Participating in training, toolbox talks, inspections and investigations.
- Cooperating with managers and supervisors to implement quality and WHS controls.
- Suggesting improvements to work methods, documentation and controls.

Contractors and Suppliers

Contractors and suppliers engaged by [Company Name] must comply with applicable quality and WHS requirements. They are required to:

- Provide goods and services that meet specified standards, certifications and contractual conditions.
- Supply relevant documentation such as certificates of conformity, test reports and safety data sheets.
- Follow [Company Name]'s WHS procedures, site rules and quality controls.
- Participate in pre-qualification and performance evaluations.
- Immediately report quality or safety issues that may affect [Company Name]'s operations or clients.

Consultation and Communication

Consultation with workers and other duty holders is essential to maintaining quality and WHS outcomes. [Company Name] will:

- Consult with workers on the development, implementation and review of this QMP.
- Use toolbox talks, meetings, noticeboards, emails and digital platforms to communicate quality requirements.
- Share lessons learned from incidents, non-conformances and audit findings.
- Coordinate with other PCBUs (Persons Conducting a Business or Undertaking) where duties overlap, to ensure quality and WHS responsibilities are clear and managed.

Quality Planning

Planning Approach

Quality planning is integrated with WHS risk management and project planning processes. Prior to commencing work, [Company Name] will:

- Identify applicable legal, contractual, client and industry requirements.
- Define quality objectives, acceptance criteria and key performance indicators for the work.
- Identify hazards and assess WHS risks associated with the work, including risks arising from poor quality (e.g. structural failure, equipment malfunction, exposure to hazardous substances).
- Determine required controls, inspections, tests and verification activities.