

QUALITY MANAGEMENT SYSTEM

Issue 1
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1. Overview

Savage Consulting Pty Ltd

Savage Consulting Pty Ltd was established in 2012, providing landscape design and strategic asset management planning services principally to the state and local government sectors. The practice also provides landscape design services to residential and commercial clients.

The Director, Peter Savage is a Registered Landscape Architect and experienced asset management practitioner. The practice utilises the services of contract employees and casual staff providing personalised attention and service to all clients.

QA System

The QA System is comprised of the following components:

- Policy and Objectives - Introduces our practice and provides an overview of our management system. It defines the responsibilities for and structure of the system, and how it addresses ISO 9001.
- Managing the System - Describes how we administer our management system and its relationship to the Standard.
- Managing Projects - Describes how we manage projects from when first contact is made until the work is completed to the satisfaction of our client and all relevant statutory requirements.
- Records - The completion and retention of Forms, Checklists and Registers referred to in the above three items provides evidence of daily compliance to the system.

2. Policy and Objectives

Our practice policy is to achieve the following objectives to maintain the highest professional standards for all projects undertaken by the office:

- To achieve a consistently high level of client satisfaction with our service.
- To develop a reputation for providing professional, innovative and efficient services to our clients.
- To continuously improve the quality of service we provide to our clients.
- To progressively improve our skills through a programme of continuing professional development.
- To demonstrate our understanding of our professional responsibilities to the broader community and to the environment in projects we undertake.
- To consistently improve the efficiency of the service we provide.
- To learn from our errors and ensure they are not repeated.
- To regularly review our performance and achievements.
- To ensure that the practice remains profitable.

3. Managing the System

3.1 Management System – Document Control

Management documents to be regularly reviewed and updated to ensure they remain relevant, effective and appropriate to the activities of the practice.

1. All management system documents are identified by title and date of issue.
2. Management documents are reviewed annually.
3. Staff are notified of any changes to management documents.
4. The control copy of system documentation is retained on the office server and subject to office back-up procedures.

3.2 Management System records

1. All records and documents will be retained electronically for 7 years, unless a longer period is required for a specific project or contract.
2. Ensure all records are maintained in folders (either hard copy or electronically) clearly identified by Job Number and Project Title.

3.3 Standards and Regulations

1. The Practice has a range of selected Australian Standards, a library of technical books and trade literature. The Brisbane City Plan and many other local authority policies and guidelines are available on-line.
2. Generally suppliers' and manufacturers' websites and personal contacts are used to ensure information is current and up to date.
3. Technical documents are for reference purposes only and are to be treated as 'Uncontrolled'. Use of suppliers and manufacturers' websites and personal contacts is encouraged to obtain current information and data about industry products.

3.4 Electronic Data

1. All computers will have continuous virus protection, using virus protection software with update subscription. A virus scan will be carried out at noon daily.
2. All electronic data will be backed up onto an external system daily at 6.00pm.
3. Project work carried out on laptop computers out of the office will be backed up continuously to a cloud service.

3.5 Continuing Professional Development

1. All directors and staff are required to regularly undertake professional development in line with AILA requirements for Registered Landscape Architects.

3.6 Employees Induction

1. Ensure new employees sourced are adequately qualified, trained and/or experienced to satisfy their Job Description.

2. Keep a record of the induction process on the Employees File, which should include a record of the employee's written acceptance of the office conditions of employment.
3. Maintain records of employee qualifications in their Employees File (eg degrees, certificates of membership, etc).
4. Ensure appropriate infrastructure is in place including computer resources, telephone, email and workstation.

4. Managing Projects

4.1 Proposal Preparation

1. Check resource availability and company capability before submitting a fee proposal.
2. Allocate the next number on the Job Number database. This project number is then used to identify all project documentation. Initiate a basic project file to retain project documentation until commission is awarded.
3. Prepare the proposal, including practice conditions of engagement. For small projects this may involve no more than an exchange of emails.

4.2 Commission Acceptance

1. Check acceptance letter or equivalent against the initial proposal and resolve any variation in writing.
2. Confirm verbal acceptance in writing prior to commencement of work on the project.
3. Record the acceptance in the Project File either as an electronic file.

4.3 Project Filing

1. The filing of electronic documents should follow the project template file.
2. Ensure documents are identified, handled, stored and packaged so as to prevent loss, damage, deterioration or unauthorised access.
3. Ensure items provided by the client which are to be subsequently returned (eg drawings, photos) are identified with the project number or name and source of receipt. Maintain the integrity of such items to prevent loss or damage and return them as soon as possible.
4. Ensure all documents that are distributed externally have an Job project Number, Sheet Identifier & Revision Details.
5. Ensure that the superseded and previous versions of any document are easily identified.
6. Use File Records, telephone note books, diaries or Memos to record relevant project information including meeting notes, site notes, client provided items, & telephone conversations.

4.4 Documents – Control and Distribution

1. Ensure all drawings have a drawing number in accordance with the allocated job project number, in addition to scale, bar scale and north point. Mark all drawings with an issue/revision number.
2. Ensure a copy (hard copy or electronic) is retained on the system for future reference.

4.5 Sub Consultant Engagement

1. Wherever possible, the engagement of sub-consultants is to be avoided. The preferred position is to have consultants engaged directly by the client.
2. If a sub-consultant is to be engaged, assess their suitability for the work based on their submission, previous track record, resource availability, value for money, client preference and any other relevant factor.

3. Prior to commencement of work, arrange for the engagement of the sub-consultant by confirming their submission in writing.

4.6 Review of Sub-Consultants' Output

1. Review the work of sub-consultants to ensure proper co-ordination of project details.
2. Notify sub-consultants of discrepancies and agree method of rectification, and confirm that it has been implemented.
3. Confirm documented requirements have been satisfactorily fulfilled prior to approving invoices for payment.

4.7 Project Processes – all projects

1. Plan the work ensuring that all relevant project inputs (eg client brief, standards, regulations, authorities, previous similar projects, etc) are identified and retained in the project file.
2. Ensure that activities are completed in accordance with the client's requirements (as above). Ensure documented evidence is filed in the appropriate section of the project file.
3. Documents to be peer reviewed at the discretion of the Director.
4. All documents to be reviewed by a Director prior to issue.
5. Reviews and checking processes would normally include the following:
 - Meetings with clients, consultants and other stakeholders resulting in drawing mark-ups
 - Drawing mark-ups resulting from internal reviews
 - Incorporation of reports and documentation from consultants
 - Email correspondence from client and consultants
6. Ensure any changes to the scope of work are identified and documented. Where appropriate, obtain the client's authorization for applicable fees prior to carrying out the work.
7. Retain records of the client's approval of documentation at relevant points through the project production phases.
8. Maintain a document register and transmittal advice on projects.
9. Record the issue of all documents on the transmittal advice.

4.8 Contract Administration for landscape design projects

1. Carry out the following activities to the extent required by commission:
 - Plan and conduct the work generally in accordance with RAIA Practice Services – Advisory Notes
 - Produce contract administration services in accordance with the scope and fee agreement. Where applicable issue the following forms:
 - Request for variation price
 - Contract sum adjustment
 - Notice of time extension
 - Certificate for payment

- Notice of practical completion
- Certificate of Compliance where required
- Prepare as built drawings file where applicable and issue to client if required.