Quality Management System Manual
Introduction

Valley Industries Limited has developed and implemented a Quality Management System Manual in order to document the company’s best practice and enhance customer satisfaction.

This manual is used externally to introduce our Quality management System to our customer’s interested parties and other external organisations.

Valley Industries Ltd is a not-for-profit community based organisation that has created a range of support and employment options for people with disability to enable them to become valuable members of our community while contributing to the social, economic and lifestyle fabric of the Manning Valley and Great Lakes since 1971.

With over 40 years’ experience in providing training, employment, day programs and recreational activities to people of the Manning Valley and Great Lakes, Valley Industries can offer a unique person-centered service to those looking for support. Valley Industries continues to grow and expand to be able to offer new opportunities, services and supports to the more than 150 people across the organisation.

Welcome to the Valley Industries Business Enterprise Centre. Established since 1971 we offer through our business enterprise division, supported employment to people with disability. Conveniently located at the corner of Whitbread and Muldoon Streets, Taree, our knowledgeable, friendly staff offers expertise as well as expert advice on a diverse range of products.

Products and services include:

Nature’s Care Nursery – we stock a comprehensive range of retail and wholesale native and exotic plants, trees, herb and vegetable seedlings as well as mulches, soils, potting mixes and giftware.

Our Valley Secure Document Services has been servicing businesses in our local area for more than 10 years. Turn your old paper files into data and have them saved onto a device of your choice: flash drive, CD, etc., saving you costly storage. Once scanned and saved, your old files can be destroyed through our document destruction service.

The Timber Products Division manufacture sustainable hardwood timber pegs, stakes, pallets, crates and our expanding selection of outdoor furniture.

You’ll notice our happy crew from the Complete Grounds Care Division around town. We do mowing, garden maintenance and carry out restoration of urban and rural properties
Valley Bee Keeping Supplies, located at the main site at 70 Whitbread Street, stocks and supplies all the equipment and bees you’ll need to start or expand your hives.

Valley Skills for Life on Elizabeth St., is a services based centre that provides life skills to participants, from cooking to other practical living skills. There is a sensory room and plenty to entertain participants, along with the coordination of social inclusion and external activities.

Valley Vintage, located at 57 Pulteney Street. Come and see our large range of pre loved clothes, furniture and bric-a-brac.

Valley Linen Services, located in 10a Elizabeth Ave, Taree is the newest business in our group. We are able to wash/dry/fold and iron just about anything including all your bulky goods.

Valley Café, located in Manning Street. Serves a selection of food and beverages and provides catering for functions.

Intalink Therapy Solutions at 5 Macquarie St. has provided paediatric and adult therapy services in the Manning Valley for a number of years and is a division of Valley Industries Ltd since 2012.

Our multidisciplinary team includes;
- Paediatrician
- Paediatric Psychiatrist
- Clinical and Registered Psychologists
- Occupational Therapist
- Speech Therapist
- Physiotherapist
- Dietitian

Our team of health professionals have qualifications, experience, and skills in a range of specialised allied health areas offering assessment, diagnosis and treatment of either mental health issues for all ages. We provide the diagnosis and treatment of a range of childhood difficulties including development difficulties, delays, autism spectrum disorders, ADHD, and learning difficulties. At Intalink Therapy Solutions our therapists work with parents and carers to develop the best therapy plan for your child.

Children using Intalink Therapy Solutions can access FaCHSIA funding such as Better Start for children with disability, and Helping Children with Autism is available at Intalink Therapy Solutions.
# Table of Contents

1 Scope ................................................................................................................................. 9  
   1.1 General ......................................................................................................................... 9  
   1.2 Application .................................................................................................................... 9  
2 Normative References ........................................................................................................ 10  
3 Terms and Definitions ......................................................................................................... 11  
4 Context of the organization .............................................................................................. 13  
   4.1 Understanding the organization and its context. (Ref PL-9000910)..... 13  
   4.2 Understanding the needs and expectations of interested parties........... 13  
   4.3 Determining the Scope of the quality management system................. 14  
      4.3.1 Genera.................................................................................................................. 14  
      4.3.2 Services and Goods Provided............................................................................. 14  
   4.4 Quality Management System .................................................................................... 15  
      4.4.1 Commitment and Continuous Improvement...................................................... 15  
      4.4.2 Vision.................................................................................................................... 15  
      4.4.3 Aims....................................................................................................................... 16  
      4.4.4 Quality Cycle of continuous improvement....................................................... 19  
5 Leadership and Organisation ............................................................................................. 19  
   5.1 Leadership and commitment....................................................................................... 19  
      5.1.2 Participant/ Customer Focus.............................................................................. 20  
   5.2 Quality Policy ............................................................................................................. 20  
      5.2.1 General.................................................................................................................. 20  
      5.2.1 Participating in the Quality Policy.................................................................... 20  
   5.3 Organisational roles, responsibilities and authorities.............................................. 20
5.4 Management Representative................................................................. 20

6 Planning for the quality management system........................................... 22

6.1 Actions to address risks and opportunities........................................... 22

6.2 Achieving Quality Objectives ............................................................... 22

6.3 Planning of changers........................................................................... 23

7 Support.................................................................................................... 24

7.1 Resources.............................................................................................. 24

7.1.2 People - leadership........................................................................... 24

7.1.3 Infrastructure and Resources............................................................. 24

7.1.4 Environment for the operation of processes....................................... 25

7.1.5 Equipment Performance - measurement and traceability.................. 26

7.1.6 Organisational knowledge................................................................. 26

7.2 General Competency Training Assessment........................................... 27

7.2.1 Induction (Form HR005)................................................................. 27

7.2.2 Skills Development and Training...................................................... 28

7.3 Awareness............................................................................................ 28

7.4 Communication...................................................................................... 28

7.5 Documented Information...................................................................... 29

7.5.1 General............................................................................................. 29

7.5.2 Documentation, Creating and Updating........................................... 29

7.5.3 Control of documented information (PL-9000969)............................. 29

8 Operation ................................................................................................ 31

8.1 Operational planning and control......................................................... 31

8.2 Requirements for products and services.............................................. 31

8.2.1 customer communication............................................................... 31
8.2.2 Determining Requirements related to products and services........32
8.2.3 Reviewing Requirements related to products and services............32
8.3 Design and development of products and services..........................32
  8.3.1 General.........................................................................................32
  8.3.2 Design and development planning..............................................32
  8.3.3 Design and development inputs................................................32
  8.3.4 Design and development reviews..............................................32
  8.3.5 Design and development outputs...............................................33
  8.3.6 Design and development changes..............................................34
8.4 Control of externally provided processes, products, and services......34
  8.4.1 General.........................................................................................34
  8.4.2 Type and Extent of control..........................................................34
  8.4.3 Information for External providers..............................................35
8.5 Production and service control..........................................................35
  8.5.1 Control of production and service provisions............................35
  8.5.2 Identification and traceability.....................................................36
  8.5.3 Property belonging to customers or third party............................36
  8.5.4 Preservation.................................................................................36
  8.5.5 Post Delivery Activities...............................................................37
  8.5.6 Control of changes......................................................................37
8.6 Product Release..................................................................................37
8.7 Control of non-conforming product......................................................38
9 Performance Management.....................................................................39
  9.1 Monitoring, measurement, analysis, and evaluation.........................39
    9.1.1 General.......................................................................................40
9.1.2 Customer Satisfaction.................................................................40
9.1.3 Analysis and evaluation.............................................................41
9.2 Internal Audits...........................................................................42
9.2.1 Review Process.......................................................................42
9.2.2 Internal Systems Review.........................................................43
9.3 Management Review.................................................................44
9.3.1 General.................................................................................44
9.3.2 Review Input..........................................................................44
9.2.3 Management Review Output..................................................45
10 Improvement...............................................................................46
10.1 General....................................................................................47
10.2 Non Conformity and Corrective Action.....................................47
10.2.1 Identifying and defining a non-conformance......................47
10.2.2 Reporting/ Documenting a non-conformance......................47
10.3 Continual Improvement............................................................49
Revision Record.............................................................................50
1 Scope

1.1 General

This document sets out the policies, procedures and strategies adopted by Valley Industries Ltd throughout its Australian Disability Enterprise (ADE) and Intalink Therapy Solutions service provision, which forms the requirements of Valley’s Quality Management System. The quality management system meets the requirements of ISO 9001:2015 international standards.

The provision of supported employment through Australian Disability Enterprise business includes the following enterprises:

- Complete Grounds Care - Provision of lawn care and grounds Maintenance.
- Timber Products - Manufacture of survey stakes, garden stakes, repackaging of aluminium slugs as an insourced services. Including design and development.
- Bee Keeping - Provision of bee products, bee keeping and processing equipment including the processing of honey
- Valley Secure Documents Services - Provision of scanning and data storage, secure document. Scanning and shredding of documents
- Nursery - Retail or wholesale plant and plant care products and garden accessories
- Valley Vintage - Op shop sale of second-hand goods and commercial rags
- Valley Linen Service - Provision of professional laundry services for domestic and commercial purposes.
- Valley Café - Serving of meals and beverages to the public including catering for functions
- Intalink Therapy Solutions - Provision of paediatric and adult therapy services

1.2 Application

Valley Industries Ltd has determined that the following requirements are applicable and no exclusions are required.
2 Normative References

- National Disability Services (DSS) – An Australian national quality standard for the disabilities service sector.
- ISO 9000:2015 Quality Management Systems – Is an international standard which provides the essential concepts and terminology needed to enable an organisation to demonstrate consistent service/product delivery and enhancement of customer satisfaction.
- ISO 31000:2009 Risk Management – Are coordinated activities to direct and control an organisation with regards to risk.

The following specifications are for reference only:
- ISO 15489-1:2016 Information and documentation – Records management
- AS/NZS 4801:2001 Occupational health and safety management systems
- AS/ANZ4146:2000 Laundry practice
- AS 4068 standard pallet design specifications
- AS 4762 General Purpose flat pallets principal dimensions and tolerances
- AS 3745 Planning for Emergency in facilities
- AS/ANZ 1680 Indoor Lighting Compliance
- AS/ANZ 1596:2002 Storage and Handling of Gas
- Carers (Recognition) Act 2010
- NSW Carers Charter
- Disability Inclusion Act 2014
- Ombudsman Act 1974
- Community Services (Complaints Review and Monitoring) Act 1993
- Statement for Australia’s Carer
- Provisions of the Convention on the Rights of the Child and convention on the Rights of People with Disabilities
- NDIS Safeguards and Quality Framework
3 Terms and Definitions

This section defines words or phrases unique to Valley Industries Ltd

Contract – Any purchase or sales agreement whether written, verbal, expressed or implied, by legal document, order form, facsimile, email, telephone or other electronic medium e.g. website purchase.

Quality – The degree to which a set of inherent characteristics fulfils requirements.

Quality Control – A process for maintaining standards of quality that prevents and corrects change in such standards so that the resultant output meets the customer needs and expectations.

Quality Assurance – Quality assurance (QA) activities do not control the quality. They are planned systematic activities which provide adequate confidence that the organisation will fulfil requirements for quality. QA is a post event verification approach applied to physical products or services in post-production to verify they meet specifications e.g. internal audits.

Quality Action Report – a form completed when a nonconformance, customer complaint or quality assurance issue has been discovered or a ‘major’ nonconformance has occurred during product realisation.

Customer – An organisation or person that receives the product.

Customer supplied product – is product owned by the customer and furnished to the supplier. The supplier, upon delivery, accepts responsibilities for prevention from damage, and for identification, maintenance, storage, handling and use while that product is in the supplier's possession e.g. ‘Jamestrong’ is a customer that supplies slugs and drums (product) for packaging by VI workers.


Record – Document stating results achieved or providing evidence of activities performed.

Contractor – an organisation or person that supplies a service which maintains an organisation's infrastructure.

Supplier – an organisation or person that supplies a product.

Objective – a desired outcome.

Interested Party – a person or group having an interest in the performance or success an organisation.
Policy – A commitment, intention of action adopted or proposed by an organisation or individual.

Procedure – Specified way to carry out an activity or a process.

Task Analysis (TA) – A step by step work instruction used on a frequent basis for any repetitive task. Every task analysis includes a job safety analysis (JSA), and a safe work procedure (typically referred to as a safe work method statement SWMS)

Conformity – the Fulfilment of a requirement.

Nonconformance – the non-fulfilment of a (product) requirement.

Corrective Action – Action to eliminate the cause of a detected non conformity and rectifying the issue to ensure it does not reoccur.

Preventative Action to eliminate the cause of a potential non conformity before a problem arises.

Rework – Action on a nonconforming product to make it conform to requirements

Risk Management – a component of management involving coordinated activities within Valley’s ERM Framework concerned with the effect of uncertainty of Valleys stated strategic and operational objectives.

Quality Management – Coordinated activities (quality/policy objectives/planning/control/assurance) to direct and control an organisation.

Participant – A supported worker employed under the Valley Industries Enterprise Agreement 2014 agreement and framework.

Top Management – a person or group of people who direct and control an organisation at the highest level.

Employee – any person undertaking employment activities within the Supported Employees Services Employment Award 2010.

Worker – A term which includes both employees and participants.
4 Context of the organization

4.1 Understanding the organization and its context. (Ref PL-9000910)

Valley Industries currently demonstrates the current organization structure. VI ensures all relevant environment issues and concerns are identified, both internal and external with a quality management system. This is carried out by all Business Unit (Sustainability) Managers and staff. Making sure we meet the expectations of all interested parties contributes to the achievement of sustained success by the organization.

External

- the cultural, social, political, legal, regulatory, financial, technological, economic, natural and competitive environment national, regional or local;
- key drivers and trends having impact on the objectives of the organization;
- relationships with, and perceptions and values of external stakeholders
- Six DSS standards, guidelines adopted by the organization.
- NDIS Safeguards and quality framework

Internal

- organizational structure, roles and accountabilities;
- policies, objectives, and the strategies that are in place to achieve them
- work instructions (TAs), job safety analysis and safe work procedures
- information systems, information flows and decision-making processes
- relationships with, and perceptions and values of, internal stakeholders
- The organization’s culture. Tool box talks (Policy PL-0000073)

4.2 Understanding the needs and expectations of interested parties

Valley Industries procedure for identifying and engaging interested parties (RE-9000001) with this quality management system will include, but is not limited to, team meetings, verbal/non-verbal communication and information sheets. Once consultation or engaging those who have an interest the delivery will include:

- Using existing feedback and reporting templates and documentation
- Utilise documentation such as meeting reports, minutes, communications logs, policies and procedures.
- Hold meetings for outstanding items and closed off outcomes
- Ref PR-9000975 External Complaints and Feedback Procedures
- Ref PR-9000974 Inspection of goods inwards procedure
- Ref PR-9000973 Non Conformance Reports Procedure
4.2 Understanding the needs and expectations of interested parties..continued

- Ref FM-9000965 Customer Design Approval Form

4.3 Determining the scope of the quality management systems

4.3.1 General

The QMS documentation includes:-

- A documented Quality Assurance Policy and Quality objectives (PL-9000967 & PL90000970)
- The Quality Manual (MN-9000000)
- Documented procedures (RE-9000000)
- Documents identified as needed for the for the effective planning, operation and control of our processes (RE-9000000)
  - Quality records kept secure at: M:\Document Management\Quality and Conformity Records (QARs and NCRs)
  - Safety Management System (SMS)

The QMS documentation excludes but complies with the following:-

- Disability Service Standards (although they are embodied into every document as applicable)
- NDIS Safeguards and Quality Framework

4.3.2 Services and Goods Provided

First and foremost, all goods and services provided are to fulfil our highest priority, which is to provide services to NDIS participants. In this manner, the goods and services listed below are completely aligned with supported employment award activities

- Complete Grounds Care-Provision of lawn care and grounds Maintenance.
- Timber Products-Manufacture of survey stakes, garden stakes, repackaging of aluminium slugs as an insourced services. Including design and development.
- Bee Keeping-Provision of bee products, bee keeping, processing equipment including the processing of honey, and honey.
- Valley Secure Documents Services- Provision of scanning and data storage, secure document. Scanning and shredding of documents
- Nursery- Retail or wholesale plant and plant care products and garden accessories
Valley Vintage- Op shop sale of second-hand goods and commercial rags
Valley Linen Service- provision of professional laundry services for domestic and commercial purposes.
Valley Café- Serving of meals and beverages to the public including catering for functions
Intalink Therapy Solutions- Provision of paediatric and adult therapy services

4.4 Quality Management System

Our Policy and Commitment goals are achieved by the support of every member of the Company; Quality is communicated from top management to everyone, making quality everyone’s business at Valley Industries Limited.

4.4.1 Commitment and Continuous Improvement

- Achieve excellent participant outcomes
- To satisfy all our customer requirements through, production, manufacture and service delivery.
- To achieve the best quality product available, coupled with the attainment of excellent delivery times and price, thus meeting the needs of our valued customers in all aspects.
- To maintain and improve stable, long term relationships with both customers and suppliers.
- To ensure that we remain a financially viable organisation thus growing locally and throughout the region.
- It is top management’s responsibility to ensure overall growth and improvement and to achieve targets set by monitoring and maintaining our customer’s needs and expectations.

4.4.2 Vision

Valley Industries Limited’s vision is to provide the highest standard of service to our participants by ensuring its enterprises have the best quality, lead times, and service.

Our External Customer Satisfaction is achieved by;

- Monitoring lead times to ensure our customer expectations are met, using a customer feedback process and order requirements.
- Our Business Unit Managers use Quality Action Reports which highlight any issues that arise from customer feedback.
4.4.3 Aims

To maintain and improve financial viability each year

This is achieved by;

- Setting goals and objectives through budget forecasts, profit and loss monitoring and ongoing checking of costs of production
- Maintaining and upgrading of machinery and facilities
- New employee induction and continuous training
- Communication with all workers, employees and participants on a regular basis

4.4.4 Quality cycle of continuous improvement

This Quality Manual has been prepared to describe Valley Industries Ltd. The scope of the Quality Management System (QMS) is described in section of this manual, along with referencing the procedures relative to their requirements.

The Quality Management System consists of three core components – quality manual, policies and procedures;

System Methodology (processed based quality management system).
**Plan**: establish the objectives, resourcing and processes necessary to deliver results in accordance with customer requirements across our product and service provision.

**Do**: implement the processes.

**Check**: review, monitor and measure processes and product against policies, objectives, and requirements for the product and report these results.

**Act**: take actions to continually improve process performance.
5 Leadership and Organisation

5.1 Leadership and commitment

5.1.1 General

Top Management at Valley Industries Ltd is actively involved in the development and implementation of the QMS and continually improving and reviewing its effectiveness through the provision of:

- Commitment of service excellence to participants
- Ensuring that the quality objectives are established
- Conducting quarterly management reviews
- Establishing a quality policy with clear objectives
- Communicating to the organisation the importance of meeting customer, legislative, regulatory requirements, and our own quality standards
- Ensuring the availability of adequate resources
- Effective flow of inputs and outputs in addressing risks and opportunities
- Effective communication without organisation hierarchy barriers

Valley Industries believes that performance management and review is an important component of supporting staff in their work, ensuring accountability for work performed and identifying the professional development needs of staff, along with plans for improvement.

This program is a continuous formal process of staff development and assessment of work performance through:

- Regularly review, and develop agreed realistic expectations in relation to an employee’s (or participant) position description, and key competencies in which an assessment can be made.(HR047-S3)
- Identify training needs and development opportunities (HR011, HR012,HR013)
- Set priorities and key performance benchmarks for the coming period.
5.1.2 Participant/ Customer Focus

- Valley Industries shall ensure that participants receive services that exceed their expectations. Participant satisfaction is at the core of our business.

- Valley Industries shall ensure that customer requirements both current and future shall be determined and identified to meet and exceed customer expectations. This philosophy shall be the expected attitude of our employees, services users and staff.

5.2 Quality Policy

5.2.1 Participating in the quality policy

Top management recognises that the quality policy and commitment goals are every person’s responsibility and are achieved by the support of every member of VI. Top management will ensure this policy is disseminated to all employees, services users and staff. Each business unit manager will nominate staff to participate in the quarterly WHS/Quality meetings.

5.3 Organization roles, responsibilities and authorities

An organisational chart has been established to define the interrelationship of employees in the organisation. Delegation has been given with the authority of overseeing all planning, implementation and reporting of sustainability efforts. Tiered delegated authorities have been established which defines the financial authority of each of the positions across the organisation.

5.4 Management Representative

Top Management has appointed a management representative (see the organisational chart) who has the responsibility and authority that includes:-

Ensuring that the processes needed for quality of the organisations management who, irrespective of to their responsibilities' shall include:-

- ensuring that processes needed for the quality management system are establish implemented and maintained;
- reporting to top management on the performance of the quality management system and any need for improvement, and;
- Ensuring through the promotion of awareness of customer requirements throughout the organisation through regular consultation with employees.
6 Planning for the quality management system

6.1 Actions to address risks and opportunities

Valley Industries determines the risks and opportunities for quality management systems for internal and external issues. Risk management procedure plan and risk registers and have been implemented for each business unit to address risks and opportunities that are proportionate to the potential impact on the conformity of products and services. \textit{REF ISO 15489-1 2016 and Risk Register RE-9000002}

6.1.2 The quality system is designed to continuously identify risks, treatment and review them in context across both our strategic and operational areas; and confirms Valley Industries’ commitment to operating an enterprise risk management regime in order to achieve an appropriate balance between realising opportunities for gains and minimising losses. (Ref PL9000971)

6.2 Achieving Quality Objectives (ref PL9000967)

Top Management’s commitment to meet quality requirements, through a process of continuous improvement and to ensure the effectiveness of Valley Industries Quality Management System. To achieve this, a centralised Quality Objectives and Targets Report have been established. Every quarter management will review this report to ensure the current objectives and targets are relevant and being achieved.

- Valley Industries being a quality Australian Disability Enterprise that has the resources and skills to provide participants with a range of employment options in occupations that meet their individual needs, capabilities, and align with their first choice field wherever possible. Safety is the key driving factor for this objective.
- Valley Industries serves as a training facility for participants.
- Valley Industries providing quality, manufacturing, assembly, packaging, and ancillary services to both the public and private and commercial sectors.
- Obtaining and maintaining ISO 9001 accreditation for Valley Industries and subsidiary as a whole.
- Remaining compliant and ensuring compliance with our obligations in all legislative, statutory and regulatory requirements.
- Providing quality of service that equals or surpasses the expectations of our customers.
• Making sure all employees are aware of our policy and accept their responsibilities.
• Continuous training and development of employees and participants.
• Continuous improvement cycle for the services and products we provide. (ref RE-9000003)

6.3 Planning of changers

Objectives and targets shall be established as the founding for our company’s commitment policies/statements and as such, this management system.

Further objectives relating to specific areas/occurrences, prevention or corrective actions are to be established within the meeting forums. Each item shall be designated an authorised responsible person/s and timeframe; such shall be documented within the meeting minutes. Reviews shall be undertaken in accordance with the individually set timeframes and minuted at the meetings.
7 Support

7.1 Resources

Valley Industries has implemented a quality management framework which ensures adequate resources are provided to implement and maintain the system; and strives to continually improve its effectiveness, intrinsically enhancing customer satisfaction by continually meeting their requirements. Reference details in section 7.1.3

7.1.2 People – Leadership (at time of manual approval, names may change but contact numbers should remain consistent)

Trent Jennison – Chief Executive Officer
David Isbel – Deputy Chief Executive Officer
Renee Gilbert – Human Resources Manager
Tim Welsh – All Factory Sales 02 65528807
Josh Duncan – Nursery 02 6552 8848
Ben Welsh – Complete Grounds Care 02 6552 8868
Jess Corkill – Secure Document Services 02 6552 8828
Nigel Powel – Bee Products 02 6550 8809
Rob Gander – Café, Launderette, and Op shop 026552 3176
Sarah Green – Intalink Services 02 6551 0771

7.1.3 Infrastructure, Resources

- All plant and equipment involved in the production and manufacturing process is owned by Valley Industries.
- We own the following properties: 70 Whitbread Street and Cooinda Building (same site), 5 Macquarie Street, and 10A Elizabeth St.
- Valley Industries uses Australia Post as the preferred courier. An outward going mail register of all tracking numbers id is kept by relevant department where that courier is utilised.
Valley has multiple (~106) networked computers running various programs such as NAV, CIMS and My Practice and we use Microsoft Office software.

The Safety Management System included the regular provision of internal maintenance and safety compliance assessments by all businesses and sites within Valley.

A full system back up is undertaken each night (Monday to Friday) and the backup hard drive is held onsite in a fire rated safe as part of our disaster recovery planning.

We engage the service of primary IT Vendor named ‘Active Computers’ as the key service provider for all out support and maintenance of out IT infrastructure (hardware and software). Key servers have UPS redundancy built in to allow continuity of business in event of an unforeseen power outage to allow for an uncorrupted shutdown of the servers.

There is a dedicated onsite training room at, Intalink Services conference rooms are available and have visual presentation equipment, TV, Video, DVD and white board.

A company owned fleet of vehicles providing ‘door to door’ transport services for our participants and for general operation of our businesses. The fleet comprises of around multiple vehicles (~30); ranging from commercial vans, busses (light and medium rigid), a ‘Pantech’ truck, utes, a front end loader, forklifts, to Zero turn mowers.

Internal communications comprises of intranet and internal email, key memorandum is circulated by top management or meeting minutes in both hard and soft copy and WHS minutes are disseminated both via the Information kiosk in the Canteen area and in softcopy.

General inquiries can be directed to all or any of our administrative staff 026552 8888. If further assistance is require, please contact leadership as listed above.

7.1.4 Environment for the operation of processes

Valley has a track record of providing and maintaining the appropriate environment for each of its business units. The Linen Services group relocated to a larger facility when the work increased. All of the facilities are maintained by a dedicated maintenance group. A maintenance request form can be submitted to anyone and will get acknowledged the same day, with the maintenance being conducted within the time frames required in the request.
Valley ensures the environment is conflict free and continually reviews psychological factors. Lighting systems have been upgrade, staff conflict policies are in place, problem posters to provide contact info and pictorial information for anyone with any complaint in relation to the work environment.

7.1.5 Equipment Performance - Measurement traceability

Valley shall use various means for the monitoring and measurement of equipment. Where necessary equipment used to calibrate or measure shall;

- Be calibrated in accordance with the manufacturers requirements and records are maintained by the maintenance and logistics manager.
- Calibration and/or verification shall be completed prior to use and thereafter at intervals specified by the manufacturer/supplier of the equipment

Where plant equipment is hired, VI Operations manager or delegate shall ensure that the supplier verifies that the equipment is in working order.

7.1.6 Organization knowledge

Valley Industries ensure that all staff and participates training and upskills are specific to the organization scope, this is gained by experience and knowledge of internal or external sources.

7.1.6.1 Internal Sources

Including but not limited to knowledge gained from experience, performance developments, lessons learned from failures and successful projects, capturing and sharing undocumented knowledge and experience the results of improvements in processes, products and services.

7.1.6.2 External Sources

Including but not limited to training, conferences, and meetings, gathering knowledge from customers or external providers. Information available at VI in the form of flow chart, procedures, online or even via verbal instructions provided by the management or other employees. Please note that this information does not pose any restriction on the way the knowledge needs to be available at the place of work.

Policies, procedures, and work instructions are followed everyday and therefore are reviewed every time they are used. If any process changes, the associated documentation is reviewed and a
determination is made as to whether the process change drives the document change or holds the process to its current standard. Valley Industries considers implementing the updates essential to ensure the new information is provided to internal or external sources.

7.2 General Competency Training Assessment

Valley Industries utilises three levels of training assessments (Task Assessments, Safe Work Procedures and Job Safety Analysis) to determine the necessary competence for personnel using plant equipment and vehicles; and performing work affecting conformity to our product requirements. Valley Industries recognises that through ongoing training, instruction and skills development, we ensure employee and Participants skills are continually upgraded and current, and that tasks performed by personnel are carried out with the knowledge and skills according to best practice.

7.2.1 Induction (Form HR005)

Volunteers, participants and employees are inducted into VI workplaces.

Induction provided to Participants is designed to ensure they are provided with the knowledge they require including, but not limited to:-

- To perform work in accordance to the appropriate workplace standards duties and responsibilities
- understand reporting procedures
- who are key personnel
- what facilities are provided in the workplace
- emergency procedures
- what their job comprises of and their specific responsibilities
- any prerequisite training and accreditation requirements
- quality Assurance and WHS policy
- policies on discrimination, bullying, harassment confidentiality and equal opportunity
- Code of Ethics and Service Charter
7.2.2 Skills Development and Training

- Valley Industries offers skills development opportunities to all employees. Opportunities for development will be employee centric and individualised with consideration given to statutory and industry requirements. Valley is committed to ensuring training is both appropriate and successful. Participants and staff have a minimum of at least one opportunity per year to discuss desired skill development during the appraisal process, although most staff are encouraged to come to HR if there is some task they would really enjoy being trained on. A skills gap analysis is done at that time and try to help participants and staff to pursue their career goals within the limits of Valley Industries and whether such a change is practical.

- Human Resources is responsible for the identification and maintenance of training records for all participants and employees. Physical records of training completed for employees will be held in locked filing cabinets in Human Resources. The Human Resources Officer will ensure all employee training records (accreditation records) are entered into the Navision database and the physical records of such training files stored in the locked filing cabinets in this Officer’s Office. Participants training files (WAT Folders) shall be held in a locked cabinet in the administration area. Comparable electronic training records will be entered into the appropriate CIMS or FOFM's database.

7.3 Awareness

The following strategies outline the processes used to identify the training needs for workers performing work affecting the conformity of our product or service requirements; Valley Industries shall employ these strategies to ensure conformity to our product requirements and provide consistent service delivery.

7.4 Communication

Communication to internal participants and staff of the QMS is system is done daily, through several documented processes and meetings. The most wide spread and frequent tool used for QMS communication is the toolbox talk forum in each business unit Ref PL-0000073

The External parties register is used to transmit QMS information to external stakeholders. The QMS manual is posted on the public website for easy access to any external stakeholder.
7.5 Documented Information

7.5.1 General

Every single repetitive procedure has a written work instruction that is accessible to all staff at all times. These work instructions are tailored to both the business unit activities and the ADE participant in simplicity and adequacy. Sign off on the work instruction (TA) is required prior to any staff working a task. That training record is kept in their training folder (blue or green depending on employee or participant respectively).

The QMS documentation includes:

- A documented Quality Assurance Policy and Quality objectives
- The Quality Manual
- Documented procedures
- Documents identified as needed for the effective planning, operation and control of our processes
- Quality records
- A register of all of the above less the records, ref RE-9000000

7.5.2 Documentation Creating and updating

Document information is identified in an operational hierarchy of order with reference and identified numbers saved as paper or electronic format. All appropriate documents are reviewed and approved for suitability and adequacy.

- Documented procedure that describes a process, typically a task assessment, see next item.
- Task Analysis that specify how work activities will be performed
- Forms that document activities and provide evidence of process conformance.

7.5.3 Control of documented information (PL-9000969)

Valley Industries will employ the following strategies to ensure that the correct version of system documentation is available, that such documents are approved for adequacy prior to issue and any amendments are properly controlled;
Valley Industries Ltd will collect information about consumers which will assist staff to provide them with the services support consistent with their needs, (subject to funding availability) and to meet our standards

- All documents will be approved for adequacy and appropriateness prior to issue. Two signatures are required, one signature for each.
- A master Register of Documents RE-9000000 will be retained internally.
- Obsolete documents will be promptly withdrawn from use at all point of issue. Retention of obsolete document will be at the discretion of the CEO or delegate.
- All documents will be issued in PDF format to a designated internal intranet drive and in PDF form where applicable (to ensure integrity of version control).
- A server level backup of relative system templates/data will occur at regular intervals.
- Valley Industries respects everyone’s privacy and places access control to documentation within our servers. We respect the privacy of our consumers, our participants, employees and our commercial customers.
- Valley Industries Ltd will collect information about participants, which will assist staff to provide them with service support consistent with their needs, (subject to funding availability) and to meet our mandatory legal, statutory, census and funding reporting obligations as an employer, funded disability service and public company.
- Staff and participants have the right to review the information contained in their personnel file and have incorrect information corrected or removed. Staff and consumer files will be kept for a period of seven (7) years.
- We take all reasonable steps to protect your personal information from misuse, loss, unauthorised access, modification or disclosure. As we may hold personal information on paper or in an electronic format we have physical, electronic and procedural safeguards to protect personal information held. These include secure document filing and holding facilities, computer system user identification codes and personal passwords. Our staff has been made aware of confidentiality obligations. We use secure methods to destroy or de-identify personal information provided the information is no longer relevant to any business activities, nor required to be kept by any law, legal order or statute.
8 Operation

8.1 Operational planning and control

Valley Industries will ensure quality planning is employed throughout the product lifecycle. We will ensure our commercial off-the-shelf (COTS) goods that we redistribute, are inspected upon receiving them and ensure our build to order products meet their specifications.

- Process control documentation is used as appropriate for company processes that are meant to be consistent and frequent.
- Customer Order Forms are used for one off processes and do not require a formal documented process unless it becomes something we do frequently.
- Quality Action reports, and incident reports are used for verification, monitoring, inspection and testing activities for product acceptance against its unique criteria, or the failure to meet such criteria.

8.2 Requirements for products and services

Printed NAV order sheets are used to ensure the correct job set up is in place, the work is being done to standards and specification, and finally to inspect the quality and conformance of product to those standards or custom specifications.

8.2.1 Customer communication

Valley Industries shall use various methodologies and forums for effective communication with its customer base;

- Email.
- Phone.
- Fax.
- Social Media (e.g. Facebook).
- Website.
- Use of Valley Industries offices and or boardroom facilities.
- Signage and collateral (e.g. Flyers).
- Administration message taking.
- Catalogue and product flyers.
- PR-9000975 External Complaints and Feedback procedure
8.2.2 Determining Requirements related to products and services

Valley will establish and maintain a register in this CMS, of statutory, regulatory and legislative obligations for our products and services and shall contain; but is not limited to;

- Industry codes of practice, guidelines, standards
- Acts and regulations
- A narrative to relevance and for its inclusion

Valley Industries conducts periodic reviews to maintain a current version of our legal requirements and reflect any such changes in a register of legal obligations.

8.2.3 Reviewing Requirements related to products and services

Valley will review the register of statutory, regulatory and legislative obligations for our products and services and shall contain; but is not limited to;

- Industry codes of practice, guidelines, standards
- Acts and regulations
- A narrative to relevance and for its inclusion

Valley Industries conducts periodic reviews to maintain a current version of our legal requirements and reflect any such changes in a register of legal obligations.

8.3 Design and development of products and services

8.3.1 General

Valley identifies any specialty product and produces design documentation for such product. That currently includes bee hives only. All other products and services are provided per the standards listed in this CMS.

8.3.2 Design and development planning

Valley plans for the special design of products mentioned in 8.3.1 by building custom tooling and jigs. Documented written instructions (TAs) were developed for using the tools and jigs and assembly of the final product. The final product is checked to the product design documentation prior to shipment. Non conforming product is quarantined and a QAR form is created to drive corrective action. QARs are reviewed immediately by quality, and quarterly by the executive team to ensure the appropriate corrective actions are implemented through to closure.

Valley participates in bee keeping, is registered, and through these efforts, captures additional desired requirements of our customers.
8.3.3 Design and development inputs

Valley will review the register of statutory, regulatory and legislative obligations for our products and services and shall contain; but is not limited to;

- Industry codes of practice, guidelines, standards
- Acts and regulations
- A narrative to relevance and for its inclusion

Valley Industries conducts periodic reviews to maintain a current version of our legal requirements and reflect any such changes in a register of legal obligations.

Any ambiguity in design is eliminated during the proof of concept stage when the first prototype is built. Additionally, QAR forms would provide input back into original design documentation if product suddenly was produced inconsistently as a result of ambiguous design and build documentation.

8.3.4 Design and development reviews

Valley builds everything to standard specifications except bee hives, for which there is no solid standard in place for modern hives. We have created drawings with manufacturing instructions on them along with individual work instructions for each step of the build process.

The bee hive designs and standardized products and service quality is checked during final inspection. Per procedure PR-9000974. A sample rate of 100% was used in the beginning until all units passed in each business unit. Then we worked to 10% sample rate. The current procedure is built off the success of those sample rate inspection tests. If any product is non-compliant, a Quality Action Report is filed and the sample rate is reset. Every QAR is immediately reviewed by the compliance/quality officer and if immediate action is needed, a meeting is called. For minor non-conformances (one off mistakes, typically a training issue, these QARs (along with the high priority ones) get reviewed and actioned quarterly by executive management.

All design documentation is kept electronically and treated like all other controlled documentation per PR-9000969.

8.3.5 Design and development outputs

See 8.3 and subsections that already cover the elements relating to design outputs.
8.3.6 Design and development changes

For services provided to participants, service changes are made upon request, using the CIMS tool. CIMS then generates a new service agreement (schedule B), which is scanned and attached to the participant’s HR folder.

For product scope or design changes, FM-9000965 Customer Design and Change Approval Form. Any change is reviewed for cost by the relevant business manager and if it cost of the change is within the delegations of authority, the BU manager can approve the change without further approval, otherwise it must follow the delegations of authority.

8.4 Control of externally provided processes, products, and services.

8.4.1 General

There is a multiple tender requirement per HR068-S6 for any purchased products, services (including subcontracted services).

Additionally, subcontract personnel must complete HR014-1 Contractor Criminal Record Check and Accountability Statement.

The following is the standard list of subcontracting activities Valley engages in, and has established a long term relationship with:

- Origin Energy: Supply of gas
- Ecolabs: Supply of all chemicals needed for Linen Services and Café, along with maintenance of the chemical dispensing machinery.
- Local Pest Experts: Pest control at applicable sites.
- Mackies: CBT/electrical inspections and service
- JVs First Aid Kit Supplies: Stocking and checking all first aid kits on set schedule.
- Cabrini Technologies: Intalink therapy equipment calibration
- NSW electrical: test and tag machine calibration

8.4.2 Type and Extent of control

Any special maintenance needs are accomplished by filling out a maintenance request form. The Valley maintenance team determines whether the repair needs to be outsourced. Once they make the decision to outsource, they use oversee the repair and any activities of the subcontractor (who still has to go through the processes listed above).

Incoming goods, whether used in follow-on assemblies, or reworked and sold, are inspected upon arrival and rejected if they do not conform. A non-
8.4.3 Information for External Providers

Most of this is covered by 8.4.2, but in addition to this, all contractors are provided with site inductions and Valley work instructions and procedures relating to their activities conducted on-site.

For services and products conducted by external providers offsite, they are supplied with our documented requirements and then their products are inspected prior to receipt for conformity.

8.5 Production and service provision

8.5.1 Control of production and service provision

All product standards, design documentation, work instructions, and all other related documents are controlled and available to all staff and participants. They are posted on the public O drive. Uncontrolled copies are often printed when needed, e.g. the mowing crew bring their work instructions with them depending on the site the work is taking place. Supervisors also help staff and participants whenever a work instruction is needed.

Key production steps are checked for first batch runs every day. This is to ensure the job set up is correct for the specific job being done that day. This is done before any production runs are started.

The plant equipment does not require calibration. Intalink rents therapy rooms to third party practitioners, who have their own equipment calibrated. The café thermometers are calibrated and labelled annually and there are daily checks of the thermometers and what they measure. A monthly check of the thermometers is also conducted (documented Quality and SMS processes available for this). Intalink use Cabrini Technologies to calibrate therapy tables that Valley own, on an annual basis. NSW Test and Tagging calibrate our test and tag machines, including the Aegis Patrol CZ5000.
8.5.2 Identification and traceability

Configuration control is only applicable to bee hive assembly and the differences in configurations are so obvious that detailed identification is not required. The honey produced is batch controlled and every container is traceable as the batch number is applied to it. A registry of batches is retained FM-0100706.

Products at the café are single day use. Incoming goods are checked to ensure they are within expiry date on a daily basis per the documented procedure for incoming goods inspection.

8.5.3 Property Belonging to customers or third party

Policy HR095 covers how all third party property is managed and tracked.

8.5.4 Preservation

See section 8.5.2 for product preservation. All other products are preserved and packed per AS standards. Valley has an exceptional delivery record with no non-conformances relating to packing or preservation of product.

VI will adopt the following strategies when storing materials, products, plant/equipment or substances;

- Access and egress must be able to be kept clear and free of obstacles.
- Movable/mobile ladders, steps and forklifts to aid in items requiring to be stacked and stored above acceptable levels.
- Manual handling considerations to be taken into account at the planning stage.
- Storage must be compliant with the current Safety Data Sheets (SDS) if applicable.

Whereas;

- Items shall be stored in specified or designated areas and safety instructions shall be posted as deemed necessary.
- Products with shelf life restrictions (i.e. paint) shall be stored in such a manner that those with the earliest expiry date shall be used, ‘first in-first out’.
- Where the supplier has packaged incoming goods in bulk lots, the goods shall retain the supplier's original packaging until such time as it needs to be broken for individual use or sale.

- In order to ensure the consistency of the quality of the peg product and minimise fungal growth in this timber product when plastic wrapped; completed stock pending sale will be held in a designated racking or specified floor area prior to sale.

8.5.5 Post Delivery Activities

Post delivery activities are captured through the customer feedback process, which can generate QAR forms. Also, customers who think of product improvements during the use of products communicate through the feedback process or we capture the new requirements on their next order using the order form, or the change request form.

Valley over-designs all products for their intended environment. Valley sees this as an opportunity to avoid warranty disputes and costs, as well as garnering customer loyalty.

As mentioned previously, all products and services conform to the statutory requirements and national standards referenced in the beginning of this manual as applicable.

8.5.6 Control of changes

Reference section 8.3.6 of this manual.

Any changes are documented and those records are kept for future orders.

The change request form describes the authorizations required and the process involved in the control of changes.

8.6 Product Release

While job sheets are unofficially used as aids in some business units, all product conformity is done through the NAV system. A record for that job is stored in the NAV database and backed up, kept for a minimum of 7 years.

In addition to the QAR form tracking, the following monitoring is implemented:

Valley Industries monitors and measurers processes at all levels through:

- Meetings that utilise fixed agenda items
- The Continuous improvement Register
- Internal Audit Program
8.7 Control of Non Conforming Product

See Quality Action Report form and procedures (8.3.2)
9 Performance Management

9.1 Monitoring, measurement, analysis, and evaluation

9.1.1 General

Valley Industries plans and implements the monitoring, measurement, analysis of its systems. This is undertaken to ensure;

- To demonstrate product or project conformity
- To ensure conformity to the quality management system
- To continually monitor, evaluate and improve the effectiveness and/or inadequacies of the quality management system

Checking and monitoring is an integral part of the system, as it determines how the systems, individuals and process are working or not working and that the methods demonstrate the ability to achieve planned results. Checking monitoring, reviewing and auditing ensure trends are identified and determine the effectiveness or inadequacies of the system and processes. Valley industries will monitor control strategies to define and assess the methods used for effectiveness and acceptance. These strategies will involve:-

- Evaluation of control strategies to determine if any new issues have been introduced and evaluation of any subsequent new control.
- Analysing to endure that in retrospect the conclusions were correct.
- Consulting with employees to determine the acceptance of control strategies.

This organisation shall employ several strategies to ensure effective monitoring of processes, the measurement and verification of characteristics for the plant product - through the implementation of a series of Quality Assurance plant growth forms. These forms are used to ensure the quality and consistence of our product, minimising wastage through loss of uncontrolled product. Non-conformance identified in this process shall be controlled and reviewed using the Quality Action Reporting form process.

- The QA Potting Record form is designed to follow the plant thought its potting and growing cycle. This form is employed from when we initially receive plant stock from the supplier as tube stock to the growing beds. It is designed to track batches of plants from an individual invoice (from the supplier). The invoice number is written on the QA report form to identify the supplier and the batch. All records are filed in blue binders and retained for 12 months then scanned.
• From there they the plants are transitioned to the Growing Beds where the Weekly Quality Checks of Growing Beds form is then used. These sheets record any pest disease or watering problems with the plants during the growing process. We record individual growing bed areas on the Form (one bed, one sheet). This form also allows the operator to forward plan plant maintenance (from weeding pruning, adjusting watering systems and staking etc). Plants stay on growing beds until mature and sold.

• The Planning Seedling Schedule form is used to coordinate the planning of seedling stock to allow us to meet the seedling demands of our customers. It allows forward plan the planting cycle and minimises waste by allowing greater visibility of what is being grown. Stops doubling up of plant stock and wastage.

• The Quality assurance Checks of Hot Houses and Seedling Growing Benches forms are used to record any pest, disease, watering or other problems with the plants during the growing process. We record individual growing bed areas (twice weekly) on the Form (one bed, one sheet). This form also allows the operator to forward plan plant maintenance (from weeding, pruning, adjusting the watering systems and staking etc). Plants stay on growing beds until mature and sold. Seedling stock is propagated in the Hot House until ready to move to the external Benches for hardening off ready for sale.

9.1.2 Customer Satisfaction

Effective monitoring involves;

• The Management Review process, which incorporates:-the review of all Quality Action Reports, including but not limited to Compliments and Customer Complaints

• The implementation of plant growth monitoring control forms

• System Audits

• Consultation

• Customer Satisfaction Surveys
9.1.3 Analysis and Evaluation

Valley Industries analyses all of the data produced from measurement systems, internal audits, incident reporting, and appropriate database elements (from CIMS, NAV, and MyPractice). Trends and statistics are discussed at quarterly WHS or Quality meetings as appropriate. In some cases, the compliance officer will discuss any troubling trend in real time (out of the sequence of the quarterly meetings), to identify root cause and corrective action. A QAR form will be completed as necessary.

Supplier performance is monitored carefully by the compliance officer and business unit managers. This is discussed at business unit manager meetings, WHS meetings and Quality meetings.
9.2 Internal Audits

All audits will be handled by the Quality Officer and findings presented to Management at the QAMC (Management) Review meetings or other such times as deemed appropriate. Analysis of findings/outcomes will be undertaken by Top Management in the management review meetings. Findings, improvements and recommendations shall be documented on the Quality Report Actions FM-9000999. All subsequent changes and improvements to the system or corresponding procedures or processes shall be in consultation (where relevant) with employees and other key stakeholders. The Quality Officer is responsible to both collect and collate statistical data for presentation within the management review process.

Data collected shall be at a minimum relating to;

- Continuous improvement – through ongoing management review process and the Continuous Improvement Register.
- Customer perception – through summary reporting derived from satisfaction surveys.
- Conformity of products and processes – through non-conformance reporting.
- Trends – through evaluation of data statistics from NCR (non-conformance) and audit.
- Suppliers – through evaluation of continued ability to meet requirements.
- Risk – through review evaluation of enterprise level Risk Register.

9.2.1 Review Process

The purpose of this process is to establish, evaluate and maintain a system of operating procedure verification, so as to ensure that all activities are being undertaken;

- Are carried out according to legislative obligations and this system.
- Maintain the quality and integrity of products according to standard, specifications and this system.
- Maintain Valley’s capability to meet and supply a product to customer specifications and requirements.

When an internal review through the audit process identifies a non-conformance has occurred in the system the appropriate corrective and/or preventative action must be taken to remedy the deficiencies identified. This will ensure the potentiality of reoccurrence of a breakdown in the system is minimised and ensure continuity of service delivery.
9.2.2 Internal System Reviews

Valley Industries will conduct regular system audits/reviews. All elements and corresponding registers, forms, policies, statements and other records shall be subject to review to determine effectiveness and currency. Generic review/audits shall be undertaken using Audit Checklists to verify activities are being carried out according to the objectives, legislation or standard. This is to ensure continual assessment and improvement of the system and corresponding controls. System Audits will be established and cover;

- Element/procedural/process effectiveness and efficiency
- Potential weaknesses
- Validation of the adequacy, effectiveness and suitability that these strategies are working
- Outcomes

The Quality Officer will ensure that;

- A scheduled Chart of Audits is developed and implemented as an audit program.
- The frequency of audits will be no less than three audits per annum.
- Omissions or inadequacies are identified.
- Audits are documented accordingly using the appropriate format.
- All recommendations and findings are submitted to Management, WHS committee and other relevant personnel.

This schedule will be stored the Quality Officers office and reviewed. Audits may be added or rescheduled due to Management request, corrective action or investigative purposes. The results of all audits conducted by the Quality Officer or other Officer shall be reviewed and the effectiveness of controls analysed by Management at QAMC Meetings, however if the findings are deemed high risk/level (at the Quality Officers discretion), Management shall be advised immediately.
9.3 Management review

9.3.1 General

Top Management shall review the organisation’s quality management system, at planned intervals in a quarterly review cycle beginning in January of each calendar year, then at quarterly intervals (April, July, and October); or meet at intervals, as deemed appropriate, due to top management availability, being no less than 4 meetings a year. This reporting review will ensure all senior business stream leaders are involved in the quality review and decision making process. This is a mandatory requirement to ensure top management to self-appraise through active participation and due diligence of the quality management system framework and quality goals.

Management shall review the Quality Assurance Management System periodically to ensure its continued suitability, adequacy and effectiveness.

Such meetings shall include assessing opportunities for improvement, risks and the need for changes to the system or any corresponding section of the system.

The meetings shall be attended by those who represent their area of control and responsibility:

- Chief Executive Officer – All Areas.
- Finance Manager – Business Office Services (Secure Document Destruction and Scanning services).
- HR Manager – (Intalink Services, Customer Engagement/Satisfaction, and Employee coordinator).
- Training Officer – Maintain and ensure all staff and participants training obligations are met.
- Senior Quality Manager – Manager of Quality System and, Risk Management Framework.

The standard agenda for the Quality Assurance Management review Committee (QAMRC) meetings shall be; *but not limited to*

9.3.2 Review Input

- Follow up actions from previous meetings
- System audits and results of such – internal/external
- Communication form external interested parties including customer feedback
- Environmental performance
- Process performance and product conformity
- Status of Quality Actions/Reports
- Changes that could affect the QMS
- Review the effectiveness of any corrective actions taken – Report/Actions
- Matters of significance from QA or Production Meetings
- The extent to which objectives and targets have been met
- Confidential actions or reports
- Changing circumstances
- Recommendations for improvement
- Risks and opportunities that need to be addressed.

9.2.3 Management Review Output

- Improvement of the effectiveness of the quality management system and its processes
- Improvement of product related to customer requirements
- Any decisions or actions relating to possible changes to the Quality Management System
- Resources required
- Implement mitigating controls needed to address uncontrolled risks
- Prevent or reduce undesired effects and achieve continual improvement
10 Improvement

10.1 General

Valley Industries aim is to continually improve the effectiveness of its systems, processes and procedures. This is achieved through analysis of information gained from carrying out monitoring and measurement of processes, as well as consultation with, employees, consultants and other technical specialists.

10.2 Non Conformity and Corrective Action

10.2.1 Identifying and Defining a Non-conformance

A non-conformance is the non-fulfilment of a (product) requirement and needs to be addressed. Non-conformances shall be documented using a Quality Action Report form; non-conformances can be as a result of:-

- A system non-conformance (NCR) where we have not fulfilled the customer’s requirements and corrective action is needed.
- Customer complaints, supplier error, discovery during internal/external audits.
- Quality Assurance issues in the system itself, occurring during normal testing and inspection activities, or the discovery of a failure or absence of operational controls.
- Identified and raised by employee communication or feedback.

The nonconforming product shall be reviewed in accordance with;

- Reworked to meet specification requirements.
- Accepted with or without repair by concession.
- Regarded for alternative applications.
- Rejected or Scrapped.
- Returned to the supplier for exchange, credit or concession.

The identification of nonconforming product can be made by any worker within the organisation and duly recorded. The level of corrective or preventative action taken to eliminate the causes of actual or potential nonconformities will be to the degree appropriate as to the magnitude of the problems, and commensurate with the risks encountered.

10.2.2 Reporting/Documenting a Non-conformance

When a non-conformance (NCR) has been identified the reporting person must notify the Business Unit Manager or delegate immediately, investigate and report by completing the non-conformance section of the job sheet. The following details must be reported at a minimum;
- Minor Non-conformances

Are recorded in NAV and nominal cost estimation of the non-conformance must be within the delegations of authority. Root causes are not systemic and are usually due to single instances of the following:

- Training
- Workmanship
- Supplier
- Controls
- Customer

- Major Non-conformances (QUALITY ACTION REPORT)

If the cost of the non-conformance is estimated to be greater than $500.00 then a copy of the job sheet will be made and attached to a Quality Action Report Form. This form shall be completed with the following details at a minimum:

- Details of the type of non-conformance, date it was identified, customer, and business unit.
- If applicable the name of the employee that caused the non-conformance.
- A description of the non-conformance, and other contributing factors.
- The level of risk to the organisation and an explanation of the root cause of the non-conformance.
- Actions taken to address and rectify the non-conformance and by whom.
Where the product is reworked or regarded or scrapped, details shall be written on the Quality Action Report or Job sheet non-conformance report.

**Quality Action Reports** (NCR, QA ISSUES and COMPLAINTS)

Quality Action Reports shall also be completed for:

- A system non-conformance (NCR) where we have not fulfilled the customer’s requirements and corrective action is needed.
- Customer complaints, supplier error, internal/external audits.
- Quality Assurance issues in the system itself occurring during normal testing and inspection activities, or the discovery of a failure or absence of operational controls.

Non-conformances shall be reviewed by the following officers who are responsible either individually or collectively for review and disposition of nonconforming product. This review shall occur during the quarterly Quality Assurance Management Review Committee (QAMRC) meetings and involve the:-

- CEO.
- Manager Finance.
- Manager ADE.
- Senior Quality Manager.
- HR Manager.
10.3 Continual Improvement

Valley maintains a continuous improvement register RE-9000003. This is reviewed at all executive board meeting to ensure action items are assigned, budget is allocated for those actions, and the approved actions are completed.
## Revision Record

<table>
<thead>
<tr>
<th>REV</th>
<th>DATE</th>
<th>REASON FOR REVISION</th>
<th>Major/Minor</th>
<th>SECTION/PAGES</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>unknown</td>
<td>Initial release</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>2</td>
<td>unknown</td>
<td>Update</td>
<td>Minor</td>
<td>n/a</td>
</tr>
<tr>
<td>3</td>
<td>unknown</td>
<td>Update</td>
<td>Minor</td>
<td>n/a</td>
</tr>
</tbody>
</table>
| 4   | unknown    | Added to Sec 9.3 ‘Terms and Definitions’ definitions for ‘Quality Action Report’ and ‘Risk Management’.

Updated references generally to ‘job sheet’ and ‘QA Form’ in Sec 9.8.3. Removed ref to ‘Asset Plus’ in Sec 9.4.2.3.

In Section 9.5.3 Quality Policy amended QM meeting cycle from ‘Weekly production meetings’ to ‘regular’ in line with QA Policy (meetings are held monthly).

Added font and sizing changes to Jpegs in sec 9.4.1 and 9.5.6.

Added Vehicle fleet to 9.6 Sec Resource Management.

In Section 9.6.2.2 added reference to the ‘Performance Management process.’

In Sec 9.7.5.4 added protocols in the event customer property is damaged or lost and replace ‘quarantine’ with ‘designated storage area’ to meet the context and in Storage and Preservation Sec removed the ‘re-barcoding of selected stock’.

Added ‘Performance Management’ to 9.8.1 Sec.

Added a global doc change from ‘non-conformance’ to ‘nonconformance’.

In Sec 9.7.2.3 Customer Communications section, amended Customer Survey process flow and reference.

In Section 9.5.5.2 ‘Management Representative’ removed the duplicated paragraph.

Added to section 9.7.2 reference to ‘Legal Register’ ‘Obligations Monitoring Tool’ to
<table>
<thead>
<tr>
<th>Issue</th>
<th>Date</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>unknown</td>
<td>Added Organisational Chart Part 2</td>
</tr>
<tr>
<td>6</td>
<td>unknown</td>
<td>Added to Customer Communications 9.7.2.3 section narrative re Corrective action results in changes to the system actions shall be recorded and communicated as per non-conformance reporting procedure.</td>
</tr>
<tr>
<td>7</td>
<td>unknown</td>
<td>Removed reference to Training Development and Safety Manager. Added reference to Quality and Safety Manager and Training Officer. Added 'Manager HR' to QAMRC and removed Business 'Unit Managers'</td>
</tr>
<tr>
<td>8</td>
<td>unknown</td>
<td>Added reference to 'Intalink' in 8.2.1 Customer Satisfaction Policy</td>
</tr>
<tr>
<td>9</td>
<td>unknown</td>
<td>Qualified management review – adding meeting cycles at flexible meeting intervals</td>
</tr>
<tr>
<td>10</td>
<td>unknown</td>
<td>Organisational Chart Updated</td>
</tr>
<tr>
<td>11</td>
<td>unknown</td>
<td>Updated to the new standards ISO 9001:2015</td>
</tr>
<tr>
<td>12</td>
<td>unknown</td>
<td>Minor format corrections and removal of duplicate information</td>
</tr>
<tr>
<td>13</td>
<td>16 Sept 2017</td>
<td>Updated org Chart only</td>
</tr>
<tr>
<td>14</td>
<td>04 June 2018</td>
<td>Updated numbering to match ISO9001:2015, Added all references</td>
</tr>
</tbody>
</table>
to other applicable ISO
documentation and other legislation