



Quality and Environmental Policy

Based on ISO 9001:2015

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Company History:

Joblin Engineering Ltd began in 2017 with a focus to provide local businesses a reliable and consistent service. Managing Director Gareth Joblin has over 15 years experience as a qualified heavy fabrication engineer, and secondary experience in diesel fitting.

After working with reputable companies Gareth sought to create his own company and emulate all the good parts of the larger companies who employed him previously.

Joblin Engineering specialises in Agricultural Maintenance with an interest in heavy machinery. There is a long term goal to expand and grow into structural engineering encompassing steel frame buildings among other things.

Key Personnel:

Managing Director; Gareth Joblin
15 Years Heavy Construction and Manufacturing Experience; Joblin Engineering Ltd
Founder and Managing Director
Mobile: 022 03 99 548

Director; Reneé Turner
6 years manufacturing Health and Safety Experience, Australian Standard cert 4 in
Workplace Health and Safety
Mobile: 021 599 141

Quality Management Policy

The Management of Joblin Engineering Ltd has adopted a policy of providing products and services which have the requisite quality to merit customer satisfaction. Within this context, Management has adopted the philosophy of employing highly skilled staff when required and always works within the requirements of various Statutory Authorities to maintain its ongoing reputation for quality.

To achieve these goals, we recognise our core values are:

- Achieving and Maintaining Customer Satisfaction
- Maintaining a high standard of professionalism in every aspect of our day to day business
- Maintaining Environmentally and Economically sustainable processes
- Continual development and improvement in everything we do

Every member of our team is responsible for Quality, whilst Management are dedicated to continually improving our efficiency and reputation by defining, refining and following procedures and methods detailed in this Policy Manual.

Health and Safety Management Policy

Our Policy is to ensure a safe and healthy work environment for all team members, sub-consultants and visitors to our offices and sites and to conduct our operations so that public health and safety is preserved. To achieve this Policy, Management is strongly committed to accident prevention, hazard elimination and control, rehabilitation and preservation of health. Health and Safety is both an individual and shared responsibility of everyone, regardless of their role. The minimum standard to be achieved is that specified in relevant HSWA 2015, which requires the co-operation and participation of everyone in developing and maintaining the highest standards of occupational health and safety and ensuring that this forms an integral part of all daily operations.

Refer to H&S Management Plan for details of implementation of this policy

Environmental Management Policy

We will endeavor to implement the principles of best practice environmental management and will be guided by the following principles:

- ★ To comply with all relevant legislative requirements and to go further by adopting effective management procedures in accordance with the principles of best practice.
- ★ To adopt management systems to identify, control and minimise environmental risks arising from our operations.
- ★ To continue to improve environmental performance.
- ★ To conduct activities with a view to minimising impacts by taking into consideration the efficient use of energy, water and other resources, minimisation of waste generation and the safe and responsible disposal of residual waste.
- ★ To educate, train and motivate team members to conduct their activities in an environmentally responsible manner – and be accountable for their environmental performance.
- ★ To develop and maintain emergency preparedness plans where significant hazards exist.
- ★ To measure environmental performance and report any adverse results to the Environmental Protection Agency.

Refer to Environment Management Plan for details of implementation of this policy

Our Vision

- ★ To be a diversified and resourceful employer that provides a variety of sustainable employment opportunities for our staff and quality solutions for our Clients.

Scope & Application

Scope

This Integrated Management System has been developed from standard Policies and Procedures implemented since the Company was established – covering heavy and medium fabrication. Its sole purpose is to ensure delivery of quality Service and Products on all projects entrusted to us.

Application

This Manual describes the structure of the system, and provides a model for full integration of Quality, Environmental and Health & Safety Management

Customer Focus

As described above, our focus has always been on collaboration with our Clients and other Project Stakeholders and to this end we are committed to establishing and maintaining effective communication on every Project undertaken. Feedback between us and our stakeholders is an essential part of our strategy.

Resources

This Policy Document and Procedures described within the Management System are used to ensure that resources needed to achieve our quality objectives are identified, planned and documented. Clients are assured of a quality service at all times as the result of continuous measurement and monitoring that identifies the need and opportunity to plan for Continual Improvement.

Roles and Responsibilities

Note: Individual roles & responsibilities for Safety and Environmental Management are described in System Procedures and Individual Position Descriptions

Management Representative

The Management Representative (Role assumed personally by the Managing Director) has authority and responsibility to make representation to customers, staff and external parties on behalf of management, on matters within the scope of the Quality Management System. Specifically, these responsibilities include:

- ★ Identify processes to be included in the Management System
- ★ Develop and review management's objectives
- ★ Ensure the system is established, implemented and maintained
- ★ Review the performance of the system and planned improvements
- ★ Take ownership of the system, on behalf of the organisation
- ★ Promote awareness of the purpose and requirement for the system
- ★ Liaise with other internal and external parties on QMS issues
- ★ Participate in management reviews of the system

Quality Coordinator

The Quality Coordinator (Assumed by Reneé) has the authority to make decisions and give direction to others in relation to suitability of documents, compliance with, and to control the overall administration of the Quality Management System.

- ★ Ensure the system is administered in accordance with approved QA instructions and ISO 9001 generally
- ★ Be solely responsible for publishing, amending and removing documents within the system
- ★ Promote awareness of the system to staff involved in activities which are “in scope” including “associated activities”
- ★ Provide final proof-checking of documents to ensure integrity of the system, other related processes and other documents within the system, prior to release
- ★ Maintain sound and current understanding of AS/NZS ISO9001:2015 and updates.
- ★ Participate in management reviews of the system

Management Commitment & Review

As outlined above, Management have identified and documented Policies, Objectives and Commitment to Quality Management and demonstrated their commitment to continual improvement by:

- ★ Establishing Management System Procedures necessary to achieve these policies.
- ★ Ensuring the availability of appropriate, trained personnel and the necessary resources to perform all system requirements.
- ★ Allocating responsibilities to appropriate management and staff to evaluate our performance against defined business objectives that are subject to periodic review.

The continuing suitability, adequacy and effectiveness of our Management System is subject to review in several ways:

- ★ Continual review during everyday business between the Management Representative and Quality Coordinator. These reviews may be informal – but may be recorded in the form of diary notes, emails or meeting minutes.
- ★ Planned Weekly Meetings, to discuss all ongoing business.
- ★ In addition, a review of the entire system is undertaken and recorded annually

Product Realisation:

Job Planning

Every Job undertaken receives the same degree of planning and management attention – from receipt of enquiry to completion.

Procedures have been established to ensure that this takes place in a routine and systematic manner.

Identification of Customer Requirements / Customer Communication

We utilise all available resources in establishing and maintaining close Customer relations – including use of electronic media – close Customer Communication being established as early as possible to determine what resources must be expended in meeting their needs and expectations.

Review of Requirements

Adherence to our Standard Procedures also ensures that all parties – including the Client, are involved in the review of all job requirements – and that these reviews are fully documented in Job Files and are therefore auditable.

Purchasing

Our Purchasing Procedure is followed by all management & staff involved in purchasing. We are in the fortunate situation of having enjoyed close relationships with many of our trusted suppliers and sub-contractors – and continue to develop similar relations with new suppliers.

Production Control

Special attention is paid to the effectiveness of our Quality Control Processes - including Welding Procedures and Welding Operator Qualification, through implementation of our internal audit process. The comprehensiveness of these controls assures our Customers of Quality of Product and Service always.

Identification and Traceability / Product Recall

Positive identification is assured by reference to the Job Number always through manufacture to dispatch. In the event of a problem, the Client only needs to advise us of the Invoice Number and we can positively trace every component of the job to source.

Customer Property / Preservation of Product

We are conscious of the need to maintain strict Customer confidentiality and product integrity at all times.

All Client property is maintained under security control conditions 24/7 and utmost care is taken when working with Client materials. In the unlikely event that any Customer property is damaged or found to be unsuitable for use whilst in our care, the matter would be managed using our Improvement (NCR) System – ensuring that thorough reporting, investigation, corrective and preventive measures are implemented to meet Client satisfaction.

We also take great care when preparing Client property for dispatch to ensure that it is delivered in the condition we would expect if we were receiving it.

Customer Satisfaction

As described throughout this Manual and repeated in our Procedures, Customer Satisfaction is of paramount importance to us. We are fortunate in that our method of operation necessitates close liaison with Clients – thus ensuring satisfaction, but it is subsequent review and analysis that enables us to plan for further improvement – and thus maintain our competitive edge in a very competitive market. Achievement of these objectives can be judged by the degree of repeat and recommended business we enjoy.

All Customer communication is recorded and any Customer related problems would be treated as Non-Conformances, ensuring that all necessary corrective and preventive action is taken and documented in every case.

Control of Nonconformity / Analysis of Data
Improvement / Corrective and Preventive Action

Whilst it is anticipated that routine use and of our Procedures will continually reduce occurrence of Non-Conformity, a Procedure has been developed to record complaints or nonconformances, as an opportunities for improvement. Once reported, the matter is not disposed of until the root cause has been determined and corrective or preventive action has been taken – **and proven to be effective.**

Even then, the matter is not considered closed, as all Non Conformances raised are subject to further review at Management Review Meetings in order to ensure that we take every opportunity to benefit from improvement opportunities