

# CERTIFIRE



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## **QUALITY ASSESSMENT SCHEDULE FOR MANUFACTURE/SUPPLY AND INSTALLATION**

### **1. INTRODUCTION**

This Quality Assessment Schedule (QAS) is a code of good quality practice for manufacturers/suppliers and installers of passive fire protection systems under the Certifire Australia scheme. The code comprises elements of the international quality standard AS/NZS/ISO9002, but tailored for the Australian fire industry.

### **2. SCOPE**

This Schedule requires companies to document, implement and maintain formal quality management procedures in the following areas of their operations:

- a) The nomination of a senior staff member with sufficient authority to co-ordinate the implementation of the quality management system, and nomination of other key personnel and their responsibilities.
- b) The development of written procedures to define all work that may affect the quality and compliance of products and/or services and the control of changes to these procedure documents.
- c) The training of staff to do specialised tasks related to manufacturing, service and installation operations.
- d) The development of inspection plans to cater for:
  - customers special requirements
  - inwards goods inspection
  - in-process inspection and final inspection of products
- e) The provision of inspection equipment to determine the quality of work, and control of the use of, maintenance and calibration of this equipment.
- f) The clear identification of the inspection status of work and the control of any work that is found to be sub-standard.
- g) A register for all complaints and details of corrective action undertaken.
- h) The maintenance of quality records to demonstrate that all work required under a contract has been performed and that all inspections or tests have been carried out satisfactorily

### **3. QUALITY MANAGEMENT PROGRAM CO-ORDINATION**

#### **3.1 General**

The responsibilities and authorities of the Quality Co-ordinator shall be defined in a job description signed by the Chief Executive or Manager. Job descriptions are also required for other staff to ensure that everyone understands their responsibilities for quality product service and/or installation.

#### **3.2 Organisation Chart**

The Company shall have an organisation chart showing the division of responsibility within the Company.

### **4. QUALITY PROCEDURES AND DOCUMENTATION CONTROL**

#### **4.1 General**

All critical documents that affect the quality and compliance of product/services and/or installation shall be uniquely identified by a code or number and suitably controlled to ensure that the correct issues of each document are available at all work stations or sites where they are needed. Any changes to these documents must be controlled and authorised by an appropriate person.

The following procedures shall be described in documents that are controlled and available to all staff:

#### **4.2 Company specifications and drawings**

These shall be uniquely identified by a code or number system. A register of specifications and drawings should be kept. The register shall indicate the current issue of each document. All Specifications and drawings provided by suppliers or customers shall also be entered into the register.

#### **4.3 Installation instructions and technical data**

Suppliers shall nominate personnel responsible for reviewing and approving product installation instructions and technical data for products that are to form a part of a fire or smoke safety system. A register of authorised personnel and copies of issued installation instructions and technical data shall be kept.

#### **4.4 Tender documents/quotations**

These shall be serially numbered and a register of tenders/quotations kept. All file notes etc. must be identifiable to its file of origin.

#### **4.5 Customer orders**

On receipt of a customer order, a unique file reference shall be assigned for that order and the order details entered into a recording system. Orders for tested systems or installation of tested systems shall be appropriately identified.

#### **4.6 Contracts and specifications**

These documents should be reviewed to ensure that they are clearly understood and to ensure that they can be met. Records of these reviews should be kept.

#### **4.7 Company purchase orders**

These shall be clear and unambiguous, have a unique serial number, and be checked and authorised by an appropriate person.

Orders for materials, component, assembly, compound or chemical should clearly specify any items needed to meet customer and/or tested system or installation requirements, such as:

- a) Type
- b) Manufacture brand and model
- c) Sizes and quantities
- d) Treatments and/or finishes
- e) Details of any specialised tolerances, characteristics or features, eg. moisture content, plating thickness, material hardness, coating, impregnation
- f) Supporting evidence that any necessary tests and/or inspections have been carried out prior to delivery

#### **4.8 Workshop orders**

These shall as a minimum:

- a) Reference the customer by name and order number
- b) Detail the material, components, assemblies, compounds or chemicals to be used
- c) Reference appropriate schedules, specifications or drawings or actual layout
- d) Reference appropriate inspection and test plans
- e) Have a unique workshop order number

### **5. TRAINING AND WORK INSTRUCTIONS**

#### **5.1 General**

The Company shall ensure that its staff are adequately trained for the work that they perform and that they are provided with work instructions, where the absence of such instructions could adversely affect quality of product or service.

#### **5.2 Training**

The Company shall nominate a person who will be responsible for ensuring that persons employed on all tasks are trained and competent to perform such tasks.

Staff shall also be trained in the safe operation of plant and equipment in accordance with regulations relating to health and safety in the workplace.

Records of all training shall be kept.

#### **5.3 Work instructions**

Staff shall have ready access to written work instructions where these are necessary to ensure the quality of product or service.

Suppliers shall nominate management representatives to review and approve all issued product application details and technical data.

A register of authorised personnel and issued application details shall be kept.

## **6. INSPECTION PLANS**

The Company shall develop written procedures for the inspection of raw materials, work in progress and finished products and/or installation.

Inspection procedures shall specify, as a minimum:

- a) The point during the manufacturing process when inspections shall take place
- b) The inspection method and the inspection equipment (if any) to be used
- c) The criteria for passing or failing the inspection
- d) The action to be followed should the product fail to pass inspection
- e) The person who should carry out the inspection
- f) The type of inspection records to be maintained

Where appropriate, inspection procedures shall be referenced to applicable customer specifications.

Inspection records shall show that necessary inspections have been carried out. They must be signed by the person who completes the inspection procedure.

## **7. INSPECTION EQUIPMENT**

The Company shall ensure that all its measuring, test and inspection equipment is uniquely identified, and calibrated to an accuracy appropriate to its use. (This may include Jigs, patterns gauges and other production aids unless otherwise agreed to by Certifire, but excludes steel tape measures).

Steel tapes and rules shall be regularly inspected to ensure the end-stop remains functional, the markings legible, and the degree of accuracy appropriate for use.

All materials and products shall be clearly identified to indicate whether they have been inspected and are suitable for further processing; they have been inspected and have been found to be sub-standard or they are awaiting inspection. Identification may be achieved in a number of ways. Labels or tags may be used, or special containers or special locations on the shop floor may be used for various categories of materials.

The Company shall have written procedures for disposing of sub-standard products, for ensuring that the rework is carried out in a controlled manner, and for ensuring that reworked material is reinspected.

## **8. CORRECTIVE ACTION**

The Company shall establish and maintain a complaints register. This register shall contain records of all customer complaints and defects in quality procedures or work practices identified by staff. Copies of action taken in each case shall also be kept in this register.

## **9. QUALITY RECORDS**

Records shall be sufficient to demonstrate that all essential production processes have been carried out, that all essential inspections or tests have been undertaken and inspection equipment has been controlled.

The Company shall establish and maintain procedures for identification, collection, indexing, filing, storage, maintenance and disposition of quality records.

Quality records should be retained for at least ten years.