# Development guidance for Contractors

## Version 1.2 – 10/02/2022

The RFT includes the Hold Point: Prior to establishment and commencement of work on and off site the contractor must submit

(a) The project quality plan, and;

(b) Documented procedures relevant to the Contract.

As defined in the RFT a **Project Quality Plan** provides an overview of how the work under the Contract will be performed and controlled and **Procedures** are a documented method for undertaking a certain activity, incorporating a clear allocation of the responsibilities implementation, these can be system procedure, i.e., one relating to the operation or maintenance of the quality system; or a technical procedure, i.e., one describing a works or services related activity.

This document is to be used as an assessment tool for DIPL and read in conjunction with the Project Quality Plan and System Guidance material. The Contract and RFT and specifications must be referred to in conjunction with these tools as Project Specific Requirements detailed **MUST** be met.

Please note that the Conditions of Contract (NPWC) Clause 15.3 states that where the contract requires the Contractor to comply with any standard, that standard shall, unless otherwise specified, be that which is current at the closing date for the Request for Tenders. As such PQP and QMS documents will be reviewed in line with AS/NZS ISO9001:2016 Quality Management System – Requirements.

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| Abbreviations used in this guidance | | | |
| CoC | Conditions of Contract | PC | Principal Contractor |
| DIPL | Department of Infrastructure, Planning and Logistics | NFA | No Further Action required |
| NT | Northern Territory | ISO9001 | AS/NZS ISO9001:2016 Quality Management System - Requirements |
| OFI | Opportunity for Improvement | QMS | Quality Management System |
| PM | DIPL Project Manager/s | QMR | Quality Management Representative |
| PQP | Project Quality Plan | RFT | Request for Tender |

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| Resources - LINKS | | |
| [Conditions of Contract](https://nt.gov.au/industry/procurement/understanding-the-rules/conditions-contract) | CCU contact email: [compliance.dipl@nt.gov.au](mailto:compliance.dipl@nt.gov.au) | [DIPL Specification Services](https://dipl.nt.gov.au/industry/technical-standards-guidelines-and-specifications/technical-specifications) |

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| Item | | Contractual Requirement | ISO9001 Reference | GUIDANCE |
| **1.** | | **Project Quality Plan requirements – Quality Assurance Section of the RFT** | | |
| 1.1 | Management Responsibility | Project Quality Plan: Minimum Requirements Clause (a) |  | The PQP must describe the organisational structure for the management of the project with details of the specific responsibilities and authorities of key personnel.  These specific responsibilities and authorities must be related to Quality Management on the Project.  This may include an organisation chart or similar. |
| 1.2 | Management System Review | Project Quality Plan: Minimum Requirements Clause (a)  Quality Assurance Requirements: During the Contract- Hold Point |  | The PQP must detail the process to ensure that the Quality System, including the Plan, is reviewed continuously during the course of the Contact. The process must include a Hold Point for the submission of proposed amendments of the Quality System and Plan to the Superintendent for permission to use. |
| 1.3 | Quality Objectives | Project Quality Plan: Minimum Requirements Clause (b) | ISO9001 6.2 | The PQP must include quality objectives relevant to the functions and processes of the Project. The quality objectives must:  a) be consistent with the quality policy;  b) be measurable;  c) take into account applicable requirements, and;  d) be relevant to conformity of products and services and to enhancement of customer satisfaction. |
| 1.4 | Quality Management Representative (QMR) | Project Quality Plan: Minimum Requirements Clause (c) |  | The PQP must name the proposed Quality Management Representative (QMR) and include details of qualifications and experience. The QMR's responsibilities and authority to resolve quality matters must also be detailed. |
| 1.5 | Technical Procedures and Inspection and Test Plans (ITP's) | Quality Assurance Requirements: During the Contract – Hold Point  Project Quality Plan: Minimum Requirements, Clause (d)  Quality System Requirements: Process Control  Quality System Requirements: Superintendents Quality Audits | ISO9001 8.5.1 | The PQP must have a register of Technical Procedures and Inspection and Test Plans (ITP's) applicable to the contract as per the Quality System Requirements Clause of this Contract. The register must include:   * title; * identifier (if applicable), and; * revision status.   Technical Procedures (a procedure describing a works or services related activity) must be included as required by the Quality Management System Requirements, Process Control section of the RFT.  A sample ITP must be provided. It must include the following information:   1. date; 2. product concerned; 3. name of sub-contractor, if applicable; 4. when sub-contractors' ITP's are required, verification of their compliance with the specified requirements; 5. where each inspection and test point is located in the process; 6. who carries out the inspection or test; 7. characteristics to be tested; 8. method of inspection or test; 9. specified acceptance criteria; 10. Hold Points and Witness Points; 11. where lots or batches will be used; 12. form of record of results; 13. frequency and timing of the test; and 14. details of what is to be inspected.   Technical Procedures and ITP’s may be combined as one document provided that meet all the requirements of each.  As per the Quality Assurance Requirements, During the Contract – Hold Point, ITP’s (other than the sample) and Technical Procedures may not be available at time of the assessment depending on the construction program and the number of working days prior to the activity beginning on site the contractor has been allowed in the RFT. |
| 1.6 | System Procedure Register | Project Quality Plan: Minimum Requirements Clause (e) | ISO9001 | The PQP must have a register of System Procedures applicable to the contract as per the Quality System Requirements Clause of this Contract. The register must include:   * title; * identifier (if applicable), and; * revision status.   System Procedures that may be required, depending on the contract include:   * Contract Review Procedure; * Customer Property Procedure; * Design Control Procedure; * Document Control Procedure; * Purchasing Procedure; * Identification and Traceability Procedure; * Process Control Procedures; * Control of Inspection, Measuring and Test Equipment Procedure; * Non-conformance Procedure; * Corrective Action Procedure; * Handling, Storage Packaging, Preservation and Delivery Procedure; * Record Control Procedure; * Audit Procedure, and; * Training Procedure.   System Procedures may be titled at the discretion of the company, but the contents must meet the requirements as specified in the Quality System Requirements Clause of the Contract. |
| 1.7 | The method of notification of all off-site manufacturing and testing, including materials testing. | Project Quality Plan: Minimum Requirements Clause (f) |  | When offsite manufacturing is within the scope of the project the PQP must include the method of notification of all off-site manufacturing and testing, including materials testing |
| 1.8 | Audit Schedule | Project Quality Plan: Minimum Requirements Clause (g)  Quality System Requirements: Internal Quality Audits | ISO9001 9.2.2 | The PQP must include a schedule of external and internal quality audits planned during the Contract period.  The audit schedule must take into consideration the importance of the processes concerned and include:   * frequency; * methods; * responsibilities; * planning requirements, and; * reporting.   The schedule must include internal quality audits at least every four weeks with the first within two weeks of the commencement of work. |
| **2.** | | **PROJECT SPECIFIC Quality System Requirements – Quality Assurance Section of the RFT**  **(these sections may have been RESERVED or EDITED – check RFT)** | | |
| 2.1 | Contract Review | Quality System Requirements: Contract Review | ISO9001 8.2.3.1 | The QMS must include a Contract Review Procedure. The Procedure must ensure that a record of the result of the review is kept.    Verification that the Procedure was followed prior to the Contractor committing to a contract to ensure that the company has the ability to meet the contract requirements of the department may be required by the Superintendent. |
| 2.2 | Design Control | Quality System Requirements: Design Control | ISO9001 8.3 | The QMS must include a Design Procedure, implementation of the procedure is to ensure that specified requirements are met, and that the following are controlled:   1. design and development planning 2. design and development inputs 3. design and development controls 4. design and development outputs 5. design and development changes |
| 2.3 | Document Control | Quality System Requirements: Document and Data Control | ISO9001 7.5 | The QMS must include a Document Control Procedure, the procedure is to include control of internal and external documents.  It must include process for;   * creating and updating documents (identification and description, format, review and approval for suitability), and; * control of documented information (availability and protection). |
| 2.4 | Purchasing | Quality System Requirements: Purchasing | ISO9001 8.4 | The QMS must include a Purchasing Procedure for control of external provided processes (including subcontractors, suppliers and services providers), implementation of the procedure must ensure that:   * external provided processes, products and services conform to requirements; * criteria for the evaluation, selection, monitoring or performance and re-evaluation of external providers is determined; * externally provided processes remain within the control of its QMS; * controls that apply to the externally provided processes and the resulting output are defined. Higher levels of control must be applied to riskier processes (those that if not delivered as specified. pose a risk to on time and on budget project completion) and providers (those without their own systems to manage quality); * determine the verification or other activities necessary to ensure that externally provided processes meet specified requirements, and; * its communicates all requirements to external providers such as:   + scope;   + the approval process for products and services, methods, processes and equipment and release or products and services, and   + competence and required qualifications of persons carrying out the work. |
| 2.5 | Customer Supplied Product | Quality System Requirements: Control of Customer Supplied Product | ISO9001 8.5.3 | When the customer is supplying product for inclusion in the work provide documented procedures for the control of any material or item supplied by the Principal for use in the execution of the Contract. The procedure must ensure:   * the contractor exercises care with property; * the property is identified, verified, protected and safeguarded; * when the property is lost, damaged or otherwise found to be unsuitable for use, it is reported to the customer, and; * records are retained in relation to the damage, loss or otherwise of the property. |
| 2.6 | Product Identification and Traceability | Quality System Requirements: Product Identification and Traceability | ISO9001 8.5.2 | The QMS must include an Identification Procedure that ensures:   * work is identified as numbered lots; * lot numbers are used on relevant quality records; * each lot number is identifiable on the project, and; * samples and test results can be pinpointed to the precise location in the works which they relate.   The QMS must also include a Traceability Procedures whereby the company controls the unique identification of outputs and retains necessary records to enable traceability of those outputs if it is a requirement of the contract. |
| 2.7 | Control of Inspection, Measuring and Test Equipment | Quality System Requirements: Control of Inspection, Measuring and Test Equipment | ISO9001 7.1.5 | The QMS must include a procedure for the calibration and maintenance of any device or equipment used to demonstrate that specified requirements are being met. The procedure must ensure that the resources provided:   * are suitable for the specific type of monitoring and measurement activities being undertaken, and; * are maintained to ensure their continuing fitness for purpose.   Where measurement traceability is required (where the measurement is an essential part of providing confidence in the validity of the measurement results), the following must also be ensured through the implementation of the procedure:   * measuring equipment is calibrated or verified or both at specified intervals against recognised measurement standards; * identified in order to determine their status; * safeguarded from adjustments, damage or deterioration, and; * where measuring equipment is found to be unfit for its intended purpose the validity of previous measurements must be reassessed as necessary. |
| 2.8 | Inspection and Test Status | Quality System Requirements: Inspection and Test Status | ISO9001 8.5.2 | The QMS must include a procedure which describes how the results of inspection and tests of the work are identified and recorded. |
| 2.9 | Control of Non-conforming Product | Quality System Requirements: Control of Nonconforming Product | ISO9001 8.7 | The QMS must include a Non-conformance Procedure that:   * ensures defective material or work is not used or installed; * includes nominating who is responsible for reviewing defects and who has the authority to decide what remedial action is to be taken; * includes a standard pro-forma (Non-conformance Report) for use in recording details of defects and the remedial action taken; * a report of any defective work, or any defect related to the quality system, is raised within one working day of the non-conformance being recognised; * if the remedial action proposed does not involve an amendment to the Contract, and will not result in a variation or extension of time to the Contract, the contractor takes that action; * if the remedial action proposed does involve amendment or variation or extension of time that the non-conformance report is submitted to the Superintendent for approval and it constitutes a Hold Point, and; * an up-to-date register of non-conformance reports, including action taken is maintained. |
| 2.10 | Corrective and Preventative Action | Quality System Requirements: Corrective and Preventative Action | ISO9001 10 | The QMS must include a Corrective Action Procedure that ensures that when nonconformity occurs:   * action is taken to control and correct it; * the consequences are dealt with; * the need for action to eliminate the cause(s) of the nonconformity, in order that it does not recur or occur elsewhere is evaluated; * any action needed is taken; * the effectiveness of any corrective action taken is reviewed; * that risks, and opportunities determined during planning is updated, if necessary, and; * changes are made to the quality management system, if necessary. |
| 2.11 | Handling, Storage, Packaging, Preservation and Delivery | Quality System Requirements: Handling, Storage, Packaging, Preservation and Delivery | ISO9001 8.5.4 | The QMS must include a Preservation Procedure that:   * describes the controls to prevent loss, damage or deterioration of products and material to be incorporated into the work or service; * details of any special packaging or preservation requirements for any stage of the work or during delivery of product or materials, and; * details of proposed means of disposal of all material used for storage, preservation and packaging. |
| 2.12 | Record Control | Quality System Requirements: Control of Quality Records | ISO9001 7.5.3 | The QMS must include a Record Control Procedure that describes how quality records are identified, controlled, maintained, stored and disposed of. |
| 2.13 | Internal Audit | Quality System Requirements: Internal Quality Audits | ISO9001 9.2 | The QMS must include an Audit Procedure that:   * audits are planned taking into consideration the importance of the processes concerned, changes affecting the organization, and the results of previous audits; * audit criteria and scope for each audit is defined; * auditors are selected to ensure objectivity and the impartiality of the audit process; * the results of the audits are reported to relevant management; * appropriate correction and corrective actions are taken without undue delay, and; * documentation is retained as evidence of the implementation of the audit programme and the audit results. |
| 2.14 | Training | Quality System Requirements: Training | ISO9001 7.2 | The QMS must include a Training Procedure, that ensures that:   * necessary competence of person(s) doing work under for the company that affects the performance and effectiveness of the quality management system; * ensures that these persons are competent on the basis of appropriate education, training, or experience; * where applicable, actions to acquire the necessary competence, and effectiveness of the actions taken is evaluated, and; * appropriate documentation is retained as evidence of competence. |
| 2.15 | Servicing | Quality System Requirements: Purchasing | ISO9001 8.5.5 | Where Service and Warranty is a requirement of the contract the QMS it must include a Service and Warranty Procedure describing how servicing is performed and recorded and details of any warranty. |