

QUALITY MANUAL



Technofast Industries Pty Limited

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Chief Executive Officer

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1.1 FOREWORD

Technofast Industries Pty Limited is located at 2-4 Calcium Court Crestmead Queensland, Australia. The company has been manufacturing hydraulic fastening devices and performing general engineering services for industries since 1992.

The principal activity of Technofast Industries Pty Limited is the manufacture of high pressure hydraulically operated bolt-tensioning devices that can be quickly and easily fitted and used with standard pumping equipment.

EziTite Hydraulic Nuts, EziTite Hydraulic Bolts, EziTite Clamp Nuts, EziTite Head Nuts, CamNuts, CamBolts and EziJacs are just some of the patented products manufactured at Technofast Industries Pty Limited.

Technofast products are supplied in many industries, including Mining and Quarrying, Oil drilling, Marine, Fossil Fuel Power generation, Nuclear Power Generation, Agriculture, Structural and Heavy equipment in general industry.

The patented design of the 'EziTite' has improved technical efficiency of operation as well as cost/benefit advantages over other tensioning devices. It is suitable for use where:

- ❑ Accurate and reliable loading is required on bolting
- ❑ Vibrational or torsional stresses are a problem
- ❑ Regular maintenance requires repeated adjustment or removal of nuts
- ❑ There are confined and difficult nut locations

Technofast is also structured to provide general engineering services to a wide variety of customers ranging from automotive parts to drive components such as shafts and couplers and hydraulic engineering.

Context of the Organisation

Technofast Industries operates within a dynamic industrial environment, specialising in the manufacture and supply of high-quality fastening solutions. Our stakeholders include customers, suppliers, employees, regulatory bodies, and the communities in which we operate. We are committed to understanding and addressing the needs and expectations of these interested parties to enhance customer satisfaction and achieve sustained success.

Managing Risk and Opportunities

In line with the ISO 9001:2015 standard, Technofast Industries recognises the importance of proactively managing risks and opportunities to ensure the effectiveness of our quality management system. Our approach includes:

1. Risk Identification and Assessment:
 - Regularly identify internal and external risks that could impact our operations and quality objectives & discuss in Management Review meeting.
 - Assess the likelihood and potential impact of these risks.

2. Risk Mitigation:

- Develop and implement strategies to mitigate identified risks.
 - Monitor and review the effectiveness of these strategies and adjust as necessary.
3. Opportunity Identification:
- Identify opportunities for improvement in our processes, products, and services.
 - Evaluate the potential benefits and prioritise opportunities based on their alignment with our strategic objectives.
4. Opportunity Realisation:
- Plan and execute initiatives to seize identified opportunities.
 - Monitor progress and outcomes to ensure the realisation of benefits.

Interested Parties

Technofast Industries acknowledges the significance of various interested parties who influence or are affected by our operations. We strive to understand and address their needs and expectations through effective communication and engagement. Our key interested parties include:

1. Customers:
 - Ensure product quality and reliability to meet or exceed customer expectations.
 - Foster long-term relationships through responsive and effective customer service.
2. Suppliers:
 - Collaborate with suppliers to ensure the consistent quality of raw materials and components.
 - Encourage suppliers to adopt sustainable practices and support our climate change initiatives.
3. Employees:
 - Provide a safe, supportive, and engaging work environment.
 - Invest in employee development and recognise their contributions to our success.
4. Regulatory Bodies:
 - Comply with all relevant laws, regulations, and industry standards.
 - Maintain transparency and accountability in our regulatory interactions.
5. Community and Environment:
 - Operate responsibly to minimise our environmental impact.
 - Engage with local communities to support social and economic development.

By addressing the context of our organisation, managing risks and opportunities, and understanding the needs of our interested parties, Technofast Industries aims to enhance our quality management system's effectiveness and achieve our strategic goals. This commitment underpins our pursuit of excellence and continuous improvement in all aspects of our business.

1.2

Technofast Industries Pty Ltd

QUALITY POLICY

Technofast Industries Pty Limited objectives are to supply our customers with quality product and services according to their individual needs.

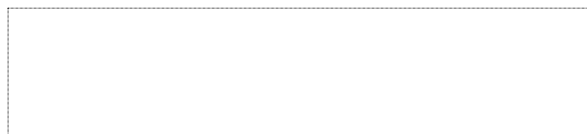
We aim to satisfy our customers' needs by providing:
Solutions that are cost effective,
a high level of customer service,
Products that are reliable and made to high standards
and
Superior design & continuous innovation

Technofast Industries Pty Limited commitment to Quality has been achieved by:
Utilising innovative technology,
Employing well-trained and experienced staff,
Maintaining an efficient and flexible manufacturing system,
Performing ongoing Research & Development,
and promoting helpful customer service.

The Technofast Industries Pty Limited Quality Management System is designed to satisfy the requirements of ISO 9001 and the intent of 10CFR50 Appendix B, 10CFR21 and NCA3800 and to provide a high level of confidence for all parties.

The Quality Management System outlined in this Quality Manual has the full support of the Management and staff of Technofast Industries Pty Limited.

All Management and staff, agents, representatives, and partners in the company require proper adherence to this Quality Manual and active participation in all quality-related activities.



Chief Executive Officer

Dated this.....of

1.3

Technofast Industries Pty Ltd

SAFETY POLICY STATEMENT

Technofast Industries Pty Limited has a commitment in providing:
a safe and healthy work environment,
safe work practices
and
appropriate supervision
for
all employees.

Safe work practices are the responsibility of all employees.

Management shall ensure that work methods and conditions are safe and appropriate for the workplace.

All accidents and incidents shall be reported and investigated to prevent them from occurring again.

Employees are encouraged to participate in a “safety at all times” attitude and suggest methods to improve the overall safety of the workplace and associated work practices.

The Senior Management of Technofast Industries Pty Limited has identified that employees are a valuable resource to the company.

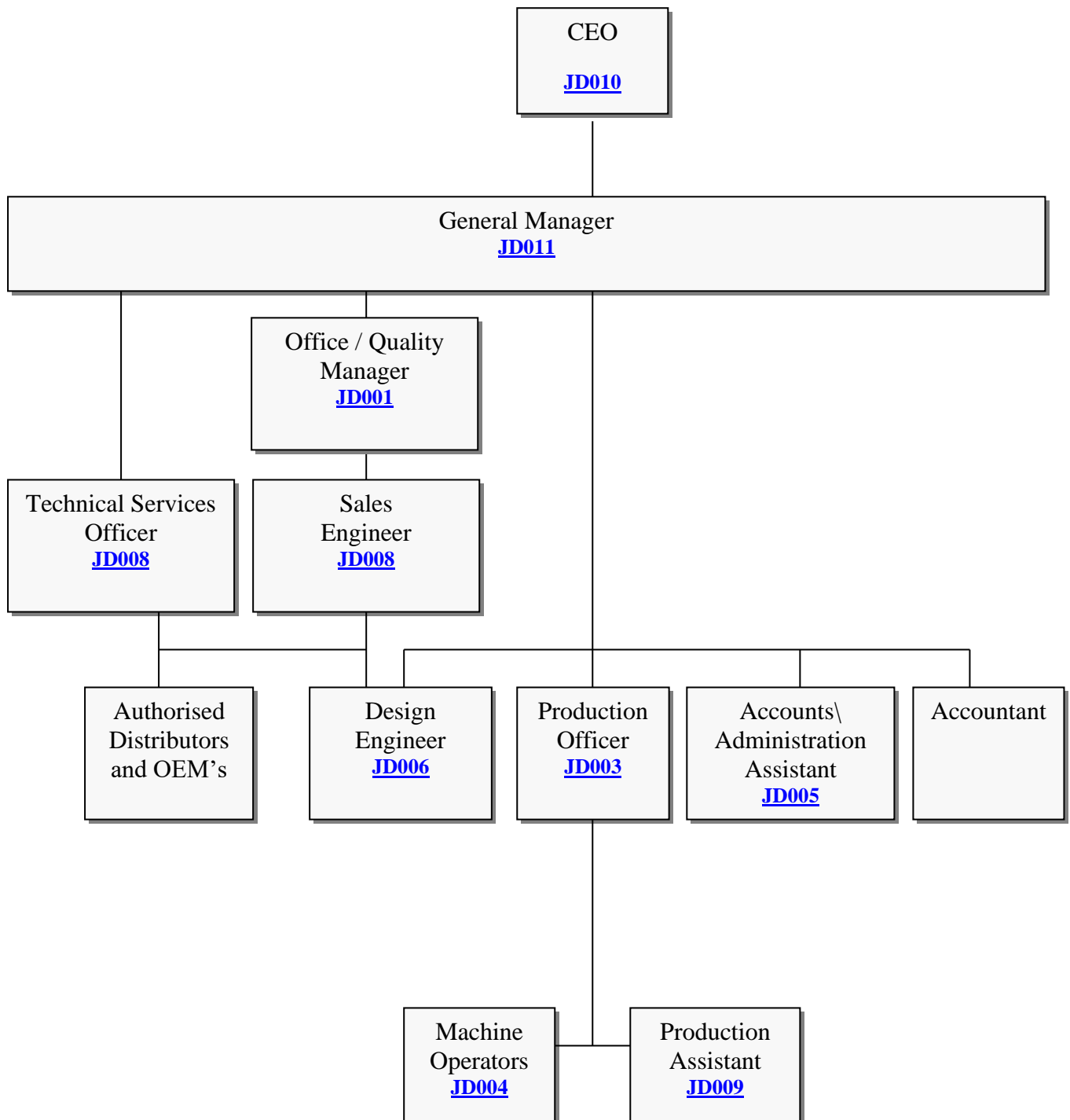
We have an objective of
eliminating all injuries and associated lost time
by providing the necessary resources
to ensure a
safe working environment
for all employees.



Chief Executive Officer

Dated this.....of

1.4
Technofast Industries Pty Ltd
ORGANISATION CHART



1.5

Interaction of Processes And Responsibilities

Marketing / Sales Enquiries

General Manager, Technical Services Officer, Office/Quality Manager, Sales Engineer

Quote

General Manager, Technical Services Officer, Office/Quality Manager, Sales Engineer

Order Received & Confirmed

Technical Services Officer, Office/Quality Manager, Sales Engineer

Job card raised

Technical Services Officer, Office/Quality Manager, Sales Engineer

Drawings created

Design Engineer

Drawings checked

General Manager

Purchasing of Materials

Production Officer

Receipt of Materials

Production Officer/ Production Assistant

Production – Roughing Operations

Machine Operators

Outsourced operations (Heat Treatment/Nitriding/Powder coating)

Suppliers

Production – Finishing Operations

Machine Operators

Laser Marking

Production Assistant

Assembly & Testing

Production Supervisor, Production Assistant

QA Inspection & Completion of QA Paperwork

Production Supervisor, Technical Services Officer, Office/Quality Manager

Accounts processing – Delivery Docket, Invoice and box labels created

Accounts/Admin Officer

Goods dispatched

Accounts/Admin Officer

2.1

INTRODUCTION TO THE QUALITY SYSTEM

This Quality Manual describes **Technofast Industries Pty Limited** Quality Management System which is designed to meet the requirements of ISO 9001, Model for Quality Assurance in Design, Development, Production, Installation and Servicing.

The Quality Management System specified by **Technofast Industries Pty Limited** is designed to achieve customer satisfaction by preventing non-conformity at all stages from design to servicing.

The Quality Management System documents are structured in three areas.

1. The Quality Manual
2. The Quality Procedures
3. The Quality Documents

The QUALITY MANUAL covers all the necessary elements of the quality system to ensure that the company's quality objectives are achieved and confidence in product conformance is demonstrated. It refers to the relevant documented procedures for more detail.

The QUALITY PROCEDURES specify controls on activities that may affect the quality of products.

The QUALITY DOCUMENTS folder contains Work Instructions, Forms, Job Descriptions and Quality Reports associated with the Quality System.

DISTRIBUTION OF QUALITY MANUAL

The Quality Manager has the responsibility for the approval, control, and distribution of system documents.

All system documents are confidential and may not be distributed outside of the Technofast Industries Pty Limited without the permission of the Quality Manager.

The Quality documents are located on the server (Drive Z:/) and access is available via a shortcut on every computer.

Non-controlled copies are those issued externally and will normally be on an informal basis. These copies will be stamped with the following statement:

“UNCONTROLLED”

CHANGES

The revision of quality system documents is the responsibility of the Quality Manager.
Changes to the Quality Manual are performed by the Quality Manager

The Quality Manual is live, and all amendments are tracked automatically.

[REFER: QP: 6.03 Document & Data Control](#) (Rev 6 – July 2012)

3 REFERENCES

AS/NZS ISO 9001: 2015, **Quality Management and Quality Assurance Standards Part 1:**
- Guidelines for Selection and Use.

AS/NZS ISO 9004: 2018, **Quality Management and Quality Systems, Part 1:** *Guidelines.*

AS/NZS ISO 9001: 2016, **Quality Systems – Model for Quality, Assurance in Design,**
Development, Production, Installation and Servicing.

AS/NZS ISO 9002: 2000, **Quality Systems – Model for Quality Assurance in Production,**
Installation and Servicing.

ISO 19011: 2018 – **Guidelines for Auditing Quality Systems, Part 1:** *Auditing*

DEFINITIONS

- ❑ Audit An activity verifying that the applicable element of the Quality Management System has been established, documented and implemented in accordance with requirements.
- ❑ Authority Is the power of decision.
- ❑ Company Technofast Industries Pty Limited.
- ❑ Concession An agreement by the customer to accept product that fails to meet its originally agreed requirements.
- ❑ Contract Agreed requirements between our customer and us – a purchase order.
- ❑ Corrective Action Action to overcome a non-conformance and to eliminate the cause, to correct that non-conformance, and prevent it recurring.
- ❑ Management Team Consists of the CEO, General Manager, Technical Sales Manager, Sales Coordinator/Quality Manager & Workshop Supervisor.
- ❑ Non-Conformance A failure of: a product, supplier, client satisfaction, Quality Management System to meet specified requirements.
- ❑ NCR/CAR Non-conformance report / Corrective action request
- ❑ Preventative Action Action to eliminate the cause of a potential non-conformance in order to prevent it reoccurring.
- ❑ Product Quality Plan A document that describes the specific quality practices, resources and sequence of activities for a specific product.
- ❑ Quality All the characteristics of the product conforming to requirements.
- ❑ QM Quality Manager
- ❑ Quality Management System A planned and documented system of the resources, methods and actions to provide confidence that the product will consistently conform to specified requirements.
- ❑ Responsibility Are the duties and boundaries of accountability within the position descriptions.
- ❑ Tender Customer quotation
- ❑ Validation Evidence, or proof that the product meets requirements, and is fit for its purpose.
- ❑ Verification requirements Confirmation that a product conforms to specified

4.1

MANAGEMENT RESPONSIBILITY

RESPONSIBILITY AND AUTHORITY

The Chief Executive Officer has the ultimate responsibility for all aspects of quality affecting the company's operation. It is his responsibility to define and establish quality policies and strategies, and to communicate these to the Quality Manager.

The Chief Executive Officer always assumes total authority even when absent from the premises. Communication is still possible via telephone. All decisions relating to the company's operations and products must be made through consultation with the Chief Executive Officer.

The responsibilities, authorities and interrelation of all personnel who manage, perform and verify work-affecting performance are defined in positions descriptions.

RESOURCES

Resource requirements are identified in standard procedures.

Technofast Industries Pty Limited ensures that adequate and necessary resources are provided including trained personnel for management, performance of work and verification activities including internal quality auditing.

The authorities and responsibilities for conducting process activities are defined in position descriptions and documented procedures.

MANAGEMENT REPRESENTATIVE

The Quality Manager has the authority for developing, implementing and maintaining the quality system procedures and documentation to meet the requirements of ISO9001, Quality Systems Model for Quality Assurance Design, Development, Production, Installation and Servicing.

The Quality Manager reports on the performance of the quality system to the Management Team as a basis for improvement of the quality system.

MANAGEMENT REVIEW

The Quality Management System as defined, is reviewed by the Management Team at quarterly intervals or when required to ensure its continuing suitability and effectiveness.

The Quality Manager maintains a record of the review as minutes.

The Management Team would normally consist of the Heads of Departments or Sections.

REFER: [QP: 6.7 Management Review](#) (Rev 6 – August 2019)

POSITIONS & RESPONSIBILITY

POSITION	RESPONSIBILITIES
CEO	Co-ordination of all aspects of the company
Technical Services Officer	Managing Sales Performance Reviewing Sales
General Manager	Managing Design and Specifications of Products Analysis of Statistical data Design of R & D projects Managing Production Operations & Job Scheduling, Maintaining OHS Issues and QA Conformance
Group Accountant	Managing all financial obligations pertaining to the company
Design Engineer	Drafting of 'production ready' drawings and processing of new orders into job allocations
Office / Quality Manager	Oversee quality of products and systems and Marketing & Sales support
Sales Engineer	Assist Technical Services Officer & maintain systems and Marketing & Sales support
Production Supervisor	Supervising the Workshop Operations Supervising the assembly and testing procedure
Accounts/Administration Assistant	Data entry & clerical duties
Machine Operators / Production Assistant	Operating Machines and Production work Assembly, Testing and packaging
Authorised Distributors and OEM's	Direct Sales and Service with Customers

4.2 **QUALITY SYSTEM**

GENERAL

This Quality Manual provides an outline of the Quality Management System implemented at Technofast Industries Pty Limited.

Section 4 of this Manual describes the policy requirement of each element of the Quality Management System according to ISO 9001.

QUALITY SYSTEM PROCEDURES

Detailed procedures have been documented for each process activity and are consistent with the requirements of ISO 9001 and Technofast Industries Pty Ltd Quality Policy.

Documented procedures ensure a standard approach is achieved and can be effectively implemented.

QUALITY PLANNING

Technofast Industries Pty Limited undertakes planning activities to ensure that products and services offered meet customer requirements in accordance with the QUALITY POLICY. Planning takes into account the adequacy of resources, controls, approvals, and capability to meet the objectives of the QUALITY POLICY and customer requirements. Quality Planning is a feature of MANAGEMENT REVIEW.

POSITION DESCRIPTIONS define the responsibilities and authorities of personnel to carry out these activities.

JOB CARDS are a form of Quality Plan and the vehicle by which customer requirements, product specifications, inspection hold points and sign off points at each crucial stage of production are both defined and controlled.

Where special provisions are agreed to in a contract which are not covered by the System Procedures, a specific PRODUCT QUALITY PLAN will be drawn up to take into account all criteria determined during customer requirement process.

To ensure the effective implementation of the Quality Management System, audits are carried out as detailed in the INTERNAL AUDIT procedure. Trained personnel, independent of responsibility for the audited section, carry out these audits.

Audit results are the subject of MANAGEMENT REVIEWS by the Quality Manager and Heads of Departments, who allocate responsibility for CORRECTIVE ACTION to correct any deficiencies in the system. Preventive action is also taken to prevent the occurrence of a likely nonconformity and to prevent the recurrence of a product or system deficiency.

Changes to the Quality Management System are conducted in a controlled approach by updating or amending the electronic files from which the necessary hard copies of documents are generated. This is the responsibility of the Quality Manager.

REFERENCES

- [QP: 6.06 INTERNAL AUDIT](#) (Rev 6 – April 2016)
- [QP: 6.07 MANAGEMENT REVIEWS](#) (Rev 6 – August 2019)
- [QP: 6.01 CORRECTIVE ACTION](#) (Rev 6 – April 2016)
- [QM: 1.2 QUALITY POLICY](#)
- POSITION DESCRIPTIONS
- [FM001 JOB CARD](#)
- [FM043 INSTRUMENTATION CALIBRATION CHART](#)

4.3 CUSTOMER REQUIREMENTS

Technofast Industries Pty Limited maintains documented procedures, which show how customer requirements are defined and contract conditions are specified, reviewed and amended when required.

Customer requirements are defined as:

- (a) Standard Product
- (b) Special Product
- (c) Design
- (d) General Machining Work, Fabrication, Fitting and Turning

QUOTATION REVIEW

Prior to the submission of a Quotation, the customer requirements will be determined to establish:

- (a) If Design is required or Re-configuration ([see 4.4](#))
- (b) Customer requirements are adequately defined and documented.
- (c) Any differences between the customer requirements and those to be offered in the quotation are resolved and agreed with the customer.
- (d) The Company has checked the adequacy of resources to fulfil the order requirements as to the quality and time required.

Where requirements are specified verbally by both the customer or Technofast Industries Pty Ltd, or requirements a) to d) above are not documented, the requirements shall be recorded and filed on a Enquiry sheet.

Note: Quotations issued under these conditions is provisional and requires written customer confirmation of alterations before proceeding to order status.

ORDER REVIEW

Purchase Orders received by Technofast Industries Pty Ltd shall be reviewed by the Technical Services Officer receiving the order to ensure that a) to d) above can be met.

Any deviation from the quoted requirements or inability to provide the product and service expectations of the customer shall be reviewed with the customer and recorded on the Job Card.

AMENDMENT TO AN ORDER

Where an amendment to an order is agreed to after a Job Card has been prepared, the original Job Card is amended highlighting the changes. However, a new Job Card is prepared where changes are significant.

RECORDS

Records of Customer Requirements, Quotations, Orders, and Changes shall be maintained.

REFERENCES

- [QP: 2.02 QUOTATION](#) (Rev 11 – July 2014)
- [QP: 2.03 SALES ORDER](#) (Rev 8 – July 2014)

4.4

DESIGN CONTROL

GENERAL

Technofast Industries Pty Limited maintains documented procedures to control and verify all activities involved in the design of its products to ensure that the specified requirements are met.

Technofast Industries Pty Limited defines Design as two distinct areas:

- (a) Design, where an original concept is prepared for manufacture using Customer supplied information or Marketing information.
- (b) Re-configuration, where elements of an established design are used and where dimensions only are changed.

DESIGN AND DEVELOPMENT PLANNING

The General Manager prepares a DESIGN PLAN for each Design and Development activity, which describes or reference these activities and define responsibility for their implementation.

Suitably qualified personnel who are supplied with the necessary resources to carry out these activities perform the design and verification activities for each stage of the DESIGN PLAN.

DESIGN INPUT

Technofast Industries Pty Limited identifies all design-input requirements relating to the product. These requirements also include statutory and regulatory requirements where applicable.

Design input requirements are documented on the DESIGN PLAN and reviewed for adequacy. All inadequate requirements are resolved with those responsible for imposing these requirements.

The results of any order reviews activities carried out during the design process are validated against design input requirements.

DESIGN OUTPUT

Design outputs are documented and expressed in terms that can be verified and validated against design input requirements and include:

- a) Reference to design input requirements
- b) All performance criteria and definition of acceptance criteria.
- c) Conformance to appropriate regulatory requirements and any characteristics that is crucial to the safe and proper functioning of the product.

Design Output Documents are reviewed and approved by qualified personnel (signed and dated) before release

DESIGN REVIEW

The General Manager carries out reviews of product design at the appropriate stages of design.

Where additional expertise is required, suitably qualified external personnel are included in the Review. The customer shall be included where appropriate.

Records of the reviews are maintained.

DESIGN VERIFICATION

Qualified personnel to ensure that design satisfies the design input requirements carry out design verification.

Records of design verification are maintained in the design file.

DESIGN VALIDATION

Design validation is carried out to ensure that product works as designed and to requirements under operating conditions. Validation ensures product meets the customer's needs and/or requirements.

Product shall be fully validated before release. Records shall be maintained of design validation with all tests and results compiled and collated for ease of reference.

DESIGN CHANGES

All changes to design and modifications are identified, documented, reviewed and approved by authorised personnel before their implementation. Records shall be maintained.

REFERENCES

- ❑ [QP: 3.02 DESIGN](#) (Rev 7 – June 2011)
- ❑ [FM018 DESIGN PLAN](#)

4.5

DOCUMENT AND DATA CONTROL

GENERAL

Technofast Industries Pty Limited maintains documented procedures to control all documents and data that relate to the requirements of ISO 9001.

Controlled documents include external standards and customer drawings.

DOCUMENT AND DATA APPROVAL AND ISSUE

All documents and data shall be reviewed and approved prior to their issue.

CHANGES TO DOCUMENTATION

Changes to documentation involving updates or the new issue of documents shall be reviewed and approved before issue.

Changes and revisions and new issues of documentation shall be reviewed using pertinent background information upon which to base the review and approval.

The Quality Manager shall modify changes to text, documents, etc. electronically.

Changes made to any document shall be made correspondingly to all other related documents, in the instance of a drawing change or technical requirement by the technical manager or production draftsman or in the instance of any other quality system related matter by the quality manager.

Notification of any changes made to the quality documentation or procedures will be forwarded by email and facsimile to Westinghouse Electric, Nuclear Services by the Quality Manager.

This is to satisfy the requirements of Westinghouse with regards to suppliers of products to the nuclear industry.

REFERENCES

- [QP: 6.03 DOCUMENT & DATA CONTROL](#) (Rev 6 – July 2012)

4.6 **PURCHASING**

GENERAL

Procedures are maintained to ensure that the purchased product or services conform to specified requirements.

EVALUATION OF SUPPLIERS

The assessment of a supplier's capability to supply to stated specifications is determined by one or more of the following criteria:

1. Assessment of the supplier's capability or quality system
2. Evaluation of product samples, or service provided
3. Evaluation of history with a similar product or service
4. Test results of the product or similar product (Nuclear only)
5. References from other customers of the supplier (Nuclear only)

Preference will be given to suppliers who have a certified quality system.

A list of Approved Suppliers is maintained. The performance of each supplier is monitored via the Process Improvement Register.

PURCHASING DATA

Purchase documents issued to suppliers shall contain complete information describing the product or service required in detail such as:

- a) Type, class, grade, size, finish, quantity and other precise identification;
- b) The title or other identification of specifications, process requirements and inspection and delivery instructions;
- c) The title, number and issue of quality specifications to be applied if required.
- d) Test and or acceptance/rejection criteria.
- e) The Job Number and class categorisation is entered for job traceability and costing/financial information gathering.

Purchase orders are reviewed for adequacy of specified requirements prior to release to the supplier.

VERIFICATION OF PURCHASED PRODUCT

(a) Verification at Sub-Contractor's Premises

Where purchased product is to be verified at the supplier's premises, the following is included on the purchase order:

1. Inspection or test arrangements
2. Method of product release

(b) Customer Verification of Sub-Contracted Product

Where specified in the contract, Technofast Industries Pty Limited will allow the customer or their representative the right to verify the supplied product at the supplier's premises, or upon receipt at Technofast Industries Pty Limited.

The Company will not use verification by the customer or their representative as a means of effective control of the supplier.

Verification by the customer or their representative will not absolve Technofast Industries Pty Limited of the responsibility to supply a conforming product or preclude subsequent rejection by the customer.

REFERENCES

- [QP: 4.05 PURCHASING](#) (Rev 5 – July 2010)

4.7

CONTROL OF CUSTOMER SUPPLIED PRODUCT

Customer supplied product is inspected and marked upon receipt at Technofast Industries Pty Limited to ensure it is suitable for the job.

The inspection and condition of product is recorded and agreed with the customer.

Customer supplied product is stored in a suitable environment to prevent damage or deterioration. Any product that is lost, damaged or unsuitable for its intended purpose will be recorded and reported to the customer.

In the instance of Nuclear Certified material the product is stored in the exclusion lock up adjacent to the receipt area.

Verification by Technofast Industries Pty Limited does not absolve the customer of the responsibility to provide acceptable product.

REFERENCES

- [QP: 4.07 CUSTOMER SUPPLIED PRODUCT](#) (Rev 2 – April 2008)

4.8

PRODUCT IDENTIFICATION & TRACEABILITY

Technofast Industries Pty Limited maintains documented procedures, where appropriate, for product identification during all stages of production from incoming, in-process and finished product.

Where traceability is a specified requirement, the Company maintains documented procedures for the unique identification of individual product or batches.

This identification is defined.

REFERENCES

- [QP: 4.12 PRODUCT IDENTIFICATION & TRACEABILITY](#) (Rev 0 – October 2003)

4.9

PROCESS CONTROL

Technofast Industries Pty Limited plans the production and servicing processes and controls the conditions to maintain the quality of its product/services.

Controlled conditions at Technofast Industries Pty Limited include the following:

- a) Documented procedures.
- b) Equipment used for manufacture and servicing are regarded as industry standard for the type of work carried out by the Company.
- c) A suitable working environment for personnel and product, including attention to housekeeping, cleanliness, etc.
- d) Compliance with suitable standards and regulatory requirements, ie environmental, OHS;
- e) Inspections and tests are carried out at each stage of production.
- f) Process and equipment approvals.
- g) Criteria for workmanship.
- h) Maintenance of processing equipment to a level necessary to ensure process capability.

All work shall be carried out by qualified trades' persons or trained personnel, experienced with the equipment.

Where special (non-core) processes such as painting and welding are performed and cannot be fully verified by subsequent inspection, qualified trades persons shall carry out these processes or supervise those persons not qualified.

REFERENCES

[QP: 4.08](#) [JOB PROCESS](#) (Rev 4 – June 2010)

4.10

INSPECTION & TESTING

GENERAL

Technofast Industries Pty Limited maintains documented procedures for inspection and testing to verify product conformance and records of these inspections and tests are maintained and detailed in documented procedures.

RECEIVING INSPECTION AND TESTING

Incoming product is retained in an incoming inspection area until inspected. Product is not released from this area until it has undergone incoming inspection or testing.

Verification of conformance is in accordance with documented procedures or the [PRODUCT QUALITY PLAN](#) or specifications as required.

The incoming products are checked against the purchase order to ensure criteria such as: the correct product has been supplied; the correct quantity supplied, and the products are free of damage.

IN-PROCESS INSPECTION AND TESTING

a) Inspection and tests are carried out at various stages during production.

Products are held at various stages of production until they have passed the inspections or testing required.

FINAL INSPECTION AND TESTING

Technofast Industries Pty Limited carries out all final inspection and testing in accordance with documented procedures.

Documented procedures for final inspection and testing contain requirements that prove that these activities have been carried out and the results conform to specified requirements.

No product is dispatched until all activities specified in procedures are satisfactorily completed and that documentation is available and authorised.

INSPECTION AND TEST RECORDS

Technofast Industries Pty Limited maintains records that provide evidence that the product has been inspected and tested. These records show whether the product has passed or failed the inspection and/or tests according to defined acceptance criteria.

Procedures for the control of non-conforming product are applied where the product fails to pass any inspection and/or test.

The inspection authority responsible for the release of the product is identified on the JOB CARD.

REFERENCES

- [QP: 4.10 IN PROCESS INSPECTION & TESTING](#) (Rev 4 – April 2016)
- [QP: 4.06 INCOMING INSPECTION](#) (Rev 5 – April 2016)
- [FM001 JOB CARD](#)
- [FM023 PRODUCT QUALITY PLAN](#)

4.11

CONTROL OF INSPECTION, MEASURING AND TEST EQUIPMENT

Technofast Industries Pty Limited ensures that inspection, measuring and test equipment used to demonstrate product conformance to specified requirements is maintained in a calibrated state or at least identified if it is calibrated or not.

Inspection, measuring and test equipment is selected and used to suit the accuracy required.

Technical data pertaining to inspection, measuring and testing is made available to customers when required and that the verification of the inspection, measuring and test equipment is functionally adequate for the tasks.

REFERENCES

[QP: 5.02 CALIBRATION](#) (Rev 7 – Sept 2021)

4.12

INSPECTION AND TEST STATUS

Product inspection and test status shall be identified. This will indicate the conformance or non-conformance of the products.

Details are provided in procedures.

Product identification of inspection and test status shall be maintained throughout production, installation and servicing of the product to ensure that only product that has passed the required inspections and tests (or released under an authorised concession) is dispatched, used or installed.

REFERENCES

- [QP: 4.10 IN PROCESS INSPECTION & TESTING](#) (Rev 4 – April 2016)

4.13

CONTROL OF NON-CONFORMING PRODUCT

GENERAL

Technofast Industries Pty Limited ensures that non-conforming product/practices and services are identified with action taken to prevent non-conforming product from inadvertent use. Procedures are in place that covers the identification, documentation, evaluation, segregation (quarantine), disposition and notification of non-conformity to the customer.

Non-conforming product is reviewed in accordance with procedures and may be:

- a) Reworked to meet the specified requirements,
- b) Accepted with or without repair by concession,
- c) Regraded for alternative applications, or
- d) Rejected or scrapped.

Non-conforming services, eg from a supplier are identified, reported, and similarly actioned.

Where required by the customer, the proposed use or repair of nonconforming product – or use of a supplier - will be reported to the customer or the customer’s representative for concession prior to use/application.

Repaired or reworked product is re-inspected, tested and verified and recorded.

Suppliers shall be monitored for conformance to requirements following the detection and reporting of a non-conformance.

REFERENCES

- [QP: 4.11 CONTROL OF NON-CONFROMING PRODUCT](#) (Rev 3 – Sept 2009)

4.14

CORRECTIVE & PREVENTATIVE ACTION

Corrective and preventive action shall be taken to eliminate risks.

Corrective action shall include:

- a) Effective handling of customer complaints and reports of product nonconformities.
- b) Investigation of the causes of nonconformities relating to product, process and quality system, and recording these results.
- c) Determination of the corrective action needed to eliminate the cause of nonconformities.
- d) Application of controls ensuring that corrective action is taken & effective

Preventative action shall include:

- a) Sources of information such as suggestions, processes and work operations, concessions, audit results, quality records, service reports and customer complaints to detect, analyse and eliminate potential causes of nonconformities.
- b) The application of controls to ensure preventive action is effective.
- c) Review of effectiveness of the preventive action process by management.

REFERENCES

- [QP: 6.01 CORRECTIVE ACTION](#) (Rev 6 – April 2016)

4.15

HANDLING, STORAGE, PACKAGING, PRESERVATION & DELIVERY

Technofast Industries Pty Limited provides methods of handling product that prevent damage or deterioration.

Products (including customer-supplied products) are stored in designated areas in the Workshop to afford adequate protection against damage or deterioration.

Product and material shall be assessed at appropriate intervals to detect any deterioration.

Product shall be preserved against deterioration.

Products will be packed and packaged commensurate to the degree necessary to afford adequate protection against damage or deterioration. Packages will be suitably identified.

Product protection shall include delivery to destination where contractually specified.

REFERENCES

- [QP: 4.13 HANDLING, PACKAGING, STORAGE & PRESERVATION of PRODUCT](#) (Rev 2 – March 2017)

4.16

CONTROL OF QUALITY RECORDS

Records are maintained to demonstrate conformance to specified requirements and effective operation of the Quality Management System.

Records shall be legible; pencil and correction fluid are not to be used. The approving authority shall initial changes to records.

Records are stored in a readily retrievable manner, in a suitable environment to protect against deterioration, damage or loss.

Retention periods of records shall be stated.

Records shall include electronic (computer) data.

A complete list of records maintained by Technofast Industries Pty Limited shall be listed to facilitate both storage and retrieval.

Where agreed contractually, quality records will be made available to the customer or representative for an agreed period.

REFERENCES

- [QP: 6.02 QUALITY RECORDS](#) (Rev 1 – March 2011)
- QUALITY SYSTEM FILE

4.17

INTERNAL QUALITY AUDITS

Technofast Industries Pty Limited carries out internal quality audits to verify the documented procedures and the Quality Management System are effective. Audit findings shall be reported to management.

INTERNAL AUDITS are scheduled according to risk. Personnel are trained in auditing techniques and are independent of the process being audited.

All elements of the system shall be audited at least once per calendar year.

CORRECTIVE ACTION taken shall be carried out in a timely manner.

Audits shall be used to seek improvements of the system.

Action taken shall ensure that documentation is changed if necessary and training given to personnel to prevent recurrence of a system deficiency.

REFERENCES

- [QP: 6.06 INTERNAL AUDITS](#) (Rev 1 – March 2011)
- [QP: 6.01 CORRECTIVE ACTION](#) (Rev 6 – April 2016)

4.18 **TRAINING**

Technofast Industries Pty Limited ensures that all personnel are adequately trained and qualified to carry out the required work. Training is provided to personnel when required. Training needs are assessed during the annual system review.

New employees will receive induction into the Quality Management System.

Records shall show the trained (competence) status of personnel and include training and continuous improvement on the Quality Management System.

Records include vehicle and machine licences, plus a skills matrix, which identifies the acquired and required competency skill of all personnel.

REFERENCES

- [QP: 5.04 TRAINING](#) (Rev 3 – March 2012)
- [FM015 EMPLOYEE TRAINING RECORD](#)

4.19 **SERVICING**

Servicing is interpreted by Technofast Industries Pty Limited as providing a warranty and “after sales service” to clients following the delivery of products.

The Company ensures that product capability and personnel expertise is retained to provide servicing requirements.

This service is managed and processed using the JOB CARD process and issuing a ‘Service Certificate’ once completed.

REFERENCES

- [QP: 4.03 JOB CARD](#) (Rev 5 – March 2012)
- [FM001 JOB CARD](#)
- [FM095 Service Certificate.doc](#)

4.20

STATISTICAL TECHNIQUES

IDENTIFICATION OF NEED

Statistical techniques are applied where deemed appropriate and necessary to verify process capability and product characteristics and any other quality related purpose.

REFERENCES

[OP: 3.04 STATISTICAL TECHNIQUES](#) (REV 2 – JUNE 2011)