COTTEEPARKER Φ

POL 1.0_CPA POLICY

Quality Assurance
Quality Assurance Policy

Revision 11

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1.1 Distribution Register

Copy No.	Date of Issue	Registered Holder	Authorised
1	16.11.09	Electronically Issued to the Cottee Parker Intranet. Accessible to all Cottee Parker staff.	QA Director
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1.2 Document History

Revision	Date	Remarks	Authorised
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1	31.08.04	Minor Revisions	QA Director
2	09.04.06	Minor Revisions	QA Director
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1.3   Scope

Cottee Parker Architects (CPA) quality management system (QMS) will comply with the ISO 9001:2015 in the following manner:

a   Needs to demonstrate its ability to consistently provide services that meet customer and applicable statutory and regulatory requirements, and

b   Aims to enhance customer satisfaction through an effective application of the system, including process for improvement and assurance of conformity to customer, statutory and regulatory requirements.

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2.0   Normative Reference

ISO 9000:2015 will apply fundamentals and vocabulary

3.0   Terms & Definitions

ISO 9000:2015 will apply to CPA QMS

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4.1 Understanding the organisation and its context

Cottee Parker Architects (CPA) helps its clients achieve successful outcomes through effective and efficient building design, documentation and information management.

CPA's primary focus is to achieve its clients' goals. To achieve these goals CPA uses a number of simple principles.

- Cost Control
- Efficiency of Design
- Valuing Client Culture
- Communication
- Collaboration
- Robust Documentation
- Reliable Information/Process Management
- Sustainable Lifecycle of Built Facilities

The architectural sectors that CPA regularly work in are:

- Masterplanning & Urban Design
- Multi-Residential
- Luxury Houses
- Retail
- Hotels & Resorts
- Commercial / Office
- Industrial
- Motor Dealerships
- Interior Design
- Infrastructure
- Retirement Living & Aged Care
- Educational
- Mixed Use
- Digital Engineering (BIM) Management
- Defence
- Community

4.2 Understanding the needs and expectations of interested parties

CPA's team of professionals will consult, observe and analyse development opportunities and then create a design solution that achieves the client's desired project objectives.

To achieve this CPA will work with the following interested parties:

- Clients
- Builders
- Government Departments (State & Federal)
- Local Councils
- Tenants
- End Users
- Consultants
- Suppliers
- Sub-contractors
- Adjoining Communities

All information that is relevant to the interested parties, and that does not breach any confidentiality requirements can be supplied upon request.

4.3 Determining the scope of the quality management system

CPA uses an in-house Quality Management System (QMS) to communicate to all interested parties the progress of the project. Utilising this quality management system CPA is able to demonstrate that they are meeting project quality objectives.

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4.4   Quality management system and its processes

CPA's Quality Management System satisfies the requirements of AS/NZS ISO9001:2015 that is independently audited and certified biannually by an external JAZ-ANZ accredited quality assurance auditor. This system is backed up by ongoing internal reviews of every project to ensure CPA meets its own high standards. CPA also makes sure that its professional staff are constantly learning so that they can provide the best possible service. The system contains a number of processes, reviews, forms, checklists and feedback loops so that we can capture opportunities and risks effectively.

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5.1 Leadership and commitment

CPA directors work with the management team to ensure that the QMS is effective across the company.

Each director works with the project teams to make sure that all aspects of the QMS are clear and processes can be implemented effectively. This allows CPA to maintain a customer focus while meeting all statutory and regulatory requirements.

5.2 Policy

It is the responsibility of CPA's directors to establish, implement and maintain the company quality policy.

This policy will be provided to all interested parties upon request.

5.3 Organisational roles, responsibilities and authorities

CPA will ensure that all staff understand their roles, responsibilities and authorities as they relate to the QMS. All staff position descriptions will outline the quality management requirements for each role. The role of directors is to ensure the relevant processes are carried out on the projects. A QA team will assist the directors to refine the QA processes when opportunities arise to do so. All directors will report to board on risks and opportunities identified monthly.

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6.1   Planning actions to address risks and opportunities

Directors will discuss all risks and opportunities as they relate to CPA and its ability to meet project milestones. These will be recorded by the directors during the monthly Operations meeting.

If during these discussions any actions arise from these risk and opportunities, then the directors will work to implement new processes into the QMS.

6.2   Quality objectives and planning to achieve them

CPA's directors will ensure that all staff are clear on their responsibilities as they relate to the QMS and how these responsibilities should be achieved throughout the project timeframes.

At each stage of the project, sign off will only be confirmed if all quality objectives have been achieved by the project team.

To confirm that the quality objectives have been met CPA will confirm that:
- the project brief was met
- all project documentation is of a high standard
- all project documentation was completed in a timely manner
- the documentation complies with statutory requirements

6.3   Planning of changes

All changes to the company shall be required to have thorough planning. This will be discussed and recorded by the directors at board level.

Prior to implementation of the change the directors must consider:
- The purpose of the change and its potential consequences
- The integrity of the QMS
- The availability of resources
- The allocation or reallocation of responsibilities and authorities

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7.1   Support Resources

CPA directors will confirm resourcing required to meet all project milestones including but not limited to:
- People
- Infrastructure
- Environment for the operation of processes
- Monitoring and measuring of resources
- Organisational knowledge

7.2   Competence

CPA directors will ensure the entire professional team are aware of and able to meet the competency levels for the role that is held. These competency levels will be provided on each roles position description. A staff skills matrix will be completed by each CPA staff member to pick up core competency skill sets.

7.3   Awareness

All staff will be required to attend Staff Awareness Program sessions. These sessions will ensure that all staff are aware of their responsibilities as they relate to:
- The quality policy
- Quality objectives
- Contributions to the QMS
- Implications of non-conformance
- Opportunities for better consistency across CPA offices

7.4   Communication

CPA Directors are required to keep all staff up to date with any changes to the company including those made to the QMS.

These updates can take place in any of the following formats:
- Company wide emails and meetings
- Staff meetings
- Team meetings

7.5   Documented information

CPA Staff will ensure that all documented information meets CPA QMS requirements.

All documentation will be maintained in a secure format and CPA will ensure that only authorised parties will have access to the documentation.

All staff will be trained as to the CPA requirements as they related to project documentation and each project leader and director will confirm that all staff meet these standards.

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8.1   Operational planning and control

CPA directors will create and implement a strategic plan for the company. This will include all processes required to provide services to all interested parties. The strategic plan will identify new opportunities to better service existing & new clients, manage risks internally & externally and provide a vision for where the company needs to go over the medium term.

8.2   Requirements for products and services

CPA will communicate with customers and obtain feedback for services.

8.3   Design and development of products and services

All new services offered by CPA must be reviewed to ensure that implementation of this service can be successfully integrated into the QMS. CPA directors will be required to review the design, development and planning of all new services offered. CPA will obtain feedback from customers on the services provided.

8.4   Control of externally provided processes, products and services

It is the responsibility of the CPA directors and project leaders to ensure that all suppliers, consultants and sub-contractors engaged by CPA are supplying the specified product or service.

Competency reviews can be undertaken by the directors at any time and will be recorded at the Operations meeting.

8.5   Production and service provision

CPA will ensure that all project information supplied will be produced under controlled conditions. Each staff member will be required to meet the company's documentation standards and projects will be reviewed at any time to confirm these standards are being met.

8.6   Release of products and services

All documentation will be subject to a design review before being released to the interested parties.

8.7   Control of nonconforming outputs

If it is found that a staff member is not meeting the required standards, then training and monitoring processes will be implemented to review this staff members output.

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9.1   Monitoring, measurement, analysis and evaluation

CPA will monitor the effectiveness of projects using the following methods:
- Internal Audits
- Document reviews
- Safety in Design reviews
- BIM reviews
- Management meetings
- Project profitability reviews during Operations meetings

9.2   Internal audit

All processes will be reviewed by internal audit in accordance with the requirements of the QMS.

CPA directors will also audit projects, tenders and expressions of interest to confirm that have aligned with the risk and opportunities requirements of the company.

9.3   Management review

CPA directors will complete a review of all projects as they relate to the performance and effectiveness of the QMS.
- Client satisfaction and feedback from relevant interested parties
- The extent to which quality objectives have been met
- Process performance and conformity of products and services
- Nonconformities and corrective actions
- Monitoring and measurement results
- Audit results
- The performance of external providers

These reviews should be discussed and minuted during the Operations meeting to ensure that any decisions or actions relating to the reviews can be implemented.

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10.1   Improvement General

CPA directors working with the QA team will review processes of the QMS to ensure that they are appropriate for both current and future needs.

10.2   Nonconformity and corrective action

In the case that a nonconformity has occurred and a corrective action is required it is the role of the CPA director and relevant project leader to complete a root cause analysis.

Once this analysis has been completed the required action can be implemented to ensure that the QMS remains effective.

10.3   Continual improvement

CPA will use a process improvement notification (PIN) system to track and implement any changes that are to be made to the QMS. A PIN system will track nonconformity, corrective action and suggestions for improvement to the system. PINS will be discussed at management meetings.

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