Monitoring, Measurement, Analysis & Evaluation

Monitoring & Measurement

Aim

The aim of this procedure is to ensure that the Organisation equipment used in monitoring and measuring activities are correctly controlled, calibrated and maintained.

Scope

This procedure applies to all the Organisation in monitoring and measuring testing equipment (and software).

Responsibility

Management Representative

Responsible for defining the measuring and monitoring equipment which needs to be maintained or calibrated. The results of calibration are assessed, and appropriate action taken if equipment does not meet calibration specification. Records must be kept.

All Staff

Correct use of monitoring and measuring equipment

Method

The Organisation will ensure the reliability of its monitoring and measuring equipment by using the following system.

Choice of Monitoring and Measuring Equipment

The Management Representative will ensure that appropriate equipment is chosen for conducting monitoring and measuring activities as determined above and that it will meet defined acceptance criteria.

Identification of Equipment Used for Monitoring and Measuring

All equipment used to evaluate the conformance of product to specified requirements will be marked with a unique identifying number and labelled to show the current calibration status, that is, when the item was last calibrated. The label on each item indicating calibration status will be updated at the time of calibration.

Use of Monitoring and Measuring Equipment

Staff using monitoring and measuring equipment must ensure that it is labelled to indicate that it has current calibration. The equipment will only be used in appropriate environmental circumstances that will not influence test results.

The Management Representative will ensure that each item of equipment being used for inspection, measuring and testing is currently in calibration and that calibration is completed when due.

Method of Calibration

Calibration will be conducted by either:

- Checking equipment against a master that is stored in a secure area and in a controlled environment that will prevent deterioration and unauthorised use. The master equipment will be purchased from a recognised standards body that has authority to certify the equipment at time of purchase. The equipment must be proven by the certifying body to be able to measure within the equipment designed tolerances.
- Under certain circumstances the Organisation may choose to certify the calibration of equipment using external resources at suitably approved laboratories or by certified subcontractors. This may apply to master test equipment or individual items. This alternative method shall be undertaken at the discretion of the Management Representative providing the testing authority is an approved supplier or subcontractor.

Frequency of Calibration

The frequency of calibration will be determined by the rigour on the test equipment in its working environment or to the manufacturer's recommendations, whichever is the lesser. In any event, the cycle of testing of each item will not be less frequent than once per year.

Calibration Records

We will maintain the Gas Detector Register to indicate current calibration status, including:

- List of inspection, measuring and test equipment , each with a unique identifying number.
- The specified period of calibration for each type of equipment.
- The results of the last calibration.

Analysis of Data

Aim

To define the Organisation’s process concerning the analysis of data and to reference specific procedures that apply to this subject.

Scope

All data collected, analysed, and used to assess and improve the Management System.

Management System

The Organisation shall collect and analyse appropriate data to determine the suitability and effectiveness of the Management System and to evaluate where continual improvements of it can be made.

Appropriate data includes data generated as a result of monitoring and measurement and from other relevant sources, such as:

- results from customer surveys.
- results from employee surveys.
- customer, supplier, and employee feedback.
- results from internal audits.
- results from process monitoring and measurements.
- nonconformance reports.

The purpose of analysing this data is:

- to assess organisational performance against established quality plans and stated quality objectives.
- to identify areas for improvement.
- to help determine the cause of problems; and
- to provide guidance into the most appropriate and effective corrective or preventive action.

Upon completion, analysed data shall provide information on:

- customer satisfaction and dissatisfaction.
- employee satisfaction and dissatisfaction.
- conformity to product requirements.
- characteristics and trends of processes and products, including opportunities for preventive action and/or improvement.
- suppliers and their contribution; and
- organisational effectiveness and efficiency.

The results of data analysis shall be depicted within graphs and charts whenever possible and shall be an input to the Management Review process.

Process Evaluation

The following information is gathered as part of Drilling Operations - Refer Procedure Operational Control:

- Meters drilled.

- Depth

This information is recorded in the Bore Log

WHS Performance Evaluation

The following sources are evaluated to determine the effectiveness of the WHS Management System and to reduce the occurrence of injury:

- Injury Statistics through LTIFR
- Incident Investigation Reports
- Other inputs as identified.

Customer Satisfaction

Aim

To describe the process of monitoring and measuring customer satisfaction to determine desirable changes for the Organisation's products and services.

Responsibility

Management is responsible for determining the appropriate measures, methods and use for monitoring and measuring of customer satisfaction.

The Management Representative is responsible for analysing data and preparing reports for management review.

Management is responsible for initiating feedback projects as warranted.

Customer feedback is solicited on a routine basis.

The Organisation encourages customer feedback. Customer feedback is managed via email by the Management Representative, who responds, escalates and collates are appropriate.

To improve its performance customer feedback is an essential element. Analysis of feedback leads to positive modification of the company's resources, processes, designs and management procedures.

All customer feedback is recorded for subsequent analysis.

Immediate action is taken where feedback indicates a critical non- compliance. Refer Procedure Corrective Action & Continual Improvement

Management analyses the feedback and modifies resources, processes, designs and procedures as determined.

Management may assign special feedback projects. Project planning will determine objectives, tasks, resources, costs, timing and output. Projects may include:

Direct client communication

- Customer audits
- Other methods identified by management.

Management reviews the data and assigns action items according to the Management Review procedure.

Current Data Available

Data	Method
Environmental Impacts	Inspection Records
Customer Satisfaction	Repeat Business Analysis
Completed Training	Skills Matrix
Incidents (WHS & Environmental)	Corrective Action Register
System Effectiveness	Audit Schedule Corrective Action Register