

Workplace Infrastructure

Provision of Resources

Resources required for implementing, maintaining and improving the quality management system, and for addressing customer satisfaction, include personnel, infrastructure, work environment, process equipment, materials, information, and financial resources.

Determination of resource needs for specific activities is integrated with the process of defining and initiating the activity. It may take the form of personnel assignments, allocation of space or equipment, training, procurement decisions, budgets, etc.

Depending on the type and nature of the operation or activity, resource requirements are defined in:

- WHS, Quality & Environment manual, operational procedures and work instructions
- Product and process specifications
- Production plans
- Job descriptions, competence matrixes, and training programs
- Minutes of management reviews, quality objective records, and corrective and preventive action requests

Top management has the responsibility and authority for provision of resources.

Management reviews of the quality system are the principal forum for determining resource requirements and providing resources for maintaining and improving the quality system, and for enhancing customer satisfaction. Procedure Management Review defines this process.

Responsibility

Personnel performing work affecting product quality are competent. Competence is determined on the basis of appropriate education, training, skills and experience.

The Management Team responsible for training and awareness programs for company-wide participation, such as: general orientation, rules and regulations, quality system, safety, and other company-wide systems and issues.

Departmental managers are responsible for identifying competency requirements and for providing training in their departments. Departmental training is primarily focused on increasing the level of skills in operating equipment and processes, conducting inspections and testing, using analytical and statistical techniques, and other such skills as appropriate for particular positions and jobs.

Competence, Awareness, Training

Processes for ensuring adequate competency and awareness of personnel are defined in the procedure Training. The procedure addresses issues related to:

- Determining competency requirements,
- Identifying training needs,
- Providing training,
- Evaluating the effectiveness of training,
- Ensuring quality awareness, and
- Maintaining training records.

Infrastructure

Buildings, workspace and associated utilities

Infrastructure and facilities, such as buildings, workspaces and associated utilities, etc., are appropriate and are properly maintained to achieve conformity to product requirements.

Departmental managers are responsible for identifying the need and requirements for new, and/or modification or repair of existing infrastructure and facilities in their departments. Requests for changes and/or expansions of facilities are submitted to the top management for review and approval.

Maintenance of buildings and facilities is performed by external contractors. This includes regularly scheduled maintenance of lighting systems, air conditioning and heating systems, landscaping, and cleaning. Repairs of

buildings and other such facilities are contracted as needed. Purchasing is responsible for coordinating and managing maintenance contracts.

Process Equipment

Procurement of new, and/or modification of existing process equipment (including hardware and software) are planned in conjunction with development of operational processes.

Supporting Services

Supporting services required by the Organisation include communication and IT services. These and other services are acquired in accordance with the Procedure Purchasing

Equipment Maintenance

Process Equipment

- Key process equipment, machines, hardware, and software are regularly maintained in accordance with maintenance plans specified by equipment manufacturers or departmental managers responsible for the equipment.
- This is managed by the Fleetmatics software system.

Electrical Equipment

- Electrical inspection and testing is carried out in accordance with relevant legislation at a minimum frequency as required by AS3760:2022. Unless specifically stated, inspection and testing is conducted annually.
- Equipment deemed to be unsuitable for use are either:
 1. Locked/Tagged Out in accordance with the process described in [Lock Out/Tag Out](#)
 2. Rendered inoperative by the removal of the power plug.
- Records of equipment are maintained within the Electrical Equipment Register.

Personal Protective Equipment

- The need for Personal Protective Equipment is determined through the application of the Risk Management process.
- Where required, training is provided in the use of specialised Personal Protective Equipment. Records are maintained in accordance with the Procedure Training
- Personal Protective Equipment is maintained to ensure it controls the risk.
- Maintenance includes regular visual inspection before each use to determine if the equipment has sustained any damage and that it will work as intended.
- Where PPE is damaged, so that it may not provide the necessary protection, it is disposed of appropriately and replaced. PPE is stored where it cannot be damaged, deteriorate or be used by another person if it is unhygienic to do so.

Work Environment

Human Factors

The Management Team and departmental managers are responsible for ensuring suitable physical, social and psychological conditions in the workplace. This is to include such aspects as temperature, lighting, and cleanliness; as well as language and interaction between employees.

Managers and Supervisors are responsible for identifying those operations where extreme environmental conditions could impact quality performance of personnel and result in product nonconformities. Where appropriate, limits of exposure and/or mitigating measures are defined and implemented for these operations. Health and safety management system is independent form the quality management system. It is documented in the Work Health and Safety (WHS) Management Plan.

Work Environment in Production and Storage Areas

Work environment is properly controlled in areas where environmental conditions could have an adverse effect on product quality. The following aspects are controlled:

- Health, cleanliness and clothing of personnel: If contact between personnel and the product or work environment could adversely affect the quality of the product, requirements for health, cleanliness and clothing of personnel are established and documented.
- Work environment conditions: If work environment conditions can have an adverse effect on product quality, requirements for the work environment conditions and procedures to monitor and control the environment are defined and documented. Environmental control systems are periodically inspected to verify that the system, including necessary equipment is adequate and functioning properly.
- Contaminated product: If appropriate, special arrangements are established and documented for the control of contaminated or potentially contaminated product in order to prevent contamination of other product, the work environment or personnel.
- Training: Personnel who work under special environmental conditions are appropriately trained. Personnel who must work temporarily, or for any other reason enter environmentally controlled areas are also trained in appropriate procedures or are supervised by a trained person.