

Leeder Consulting Pty Ltd.

Quality Manual  
QAP-001

Fifth Edition

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Authorised By:

# **Leeder Consulting**

## **Quality Manual**

The Quality Assurance Program detailed in the following Leeder Consulting quality manual forms the basis on which the company operates.

This manual specifies what is to be done who will do it, the review of operations and how to improve them.

The quality manual provides an explanation of Leeder Consultings Quality Policy, a discussion of the structure and objectives and the way in which the Quality Assurance Program operates.

Leeder Consulting will provide quality services to its customers it is the companies policy that the achievement of quality will be the responsibility of all staff.

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# Quality Policy Statement

Leeder Consulting is focussed on providing specialised, reliable and accurate consulting laboratory services to meet our clients requirements.

It is our stated objective to remain a professional, customer focussed and a profitable organisation.

Leeder Consulting will do this by working closely with customers to ensure we have a complete understanding of our customer's requirements and the "data quality objectives".

Leeder Consulting will endeavor to earn and maintain customer loyalty by meeting our customer's requirements in terms of product and delivery at a mutually agreed price.

It is the company's policy to use the requirements of the internationally recognised

## **Quality Standard AS/NZS ISO 17025**

as one of the main management tools in ensuring our services conform to our customer's requirements.

Our staff are required to familiarise themselves with the policies and procedures of the quality system. This is supported by managements commitment to the quality system of Leeder Consulting.

Mr. Bill Stavropoulos  
Director  
Leeder Consulting  
*Feb 2006*

Dr. John F Leeder  
Managing Director  
Leeder Consulting  
*Feb 2006*

## **1.1 The Leeder Consulting Quality System:**

The quality system is devised to satisfy customer requirements and to be a profitable organisation. The Quality system ensures these objectives are met by implementing a system of continual improvement. Further the system gives confidence to our customers that we are a quality organisation.

Our quality system is to fully satisfy the requirements of all our customers by performing accurate analysis of samples by standard methods and the development of new or modified methods for testing when standards methods are not available. When requested by our clients, a project specific quality plan will be drawn up to supplement the system.

Each person is responsible for the quality of his or her work. Controls are placed on operational techniques and activities to ensure responsibility with a system for producing evidence that all work requirements have been met. This evidence is in the form that complies with international standards *and meets legal and regulatory requirements*.

The Quality System should:

- meet the requirements of our customers.
- be suitable and effective for all work
- enable us to improve our services, product quality and value to ensure success and growth.
- assist in understanding the market place and responding to customer needs.
- build our reputation based on technical ability and quality

## **1.1.1 Mission Statement**

### **Leeder Consulting**

#### **Mission**

To provide high quality specialised and leading edge analytical services and data interpretation to allow industrial clients to measure, remediate and reduce pollution and contamination.

#### **Core values**

##### **Client Service**

Excellent client service based on commitment, quality and integrity.

##### **Leading Technology**

Leading edge technical capability based on continuous research and development, staff training and the use of powerful, high technology instrumentation.

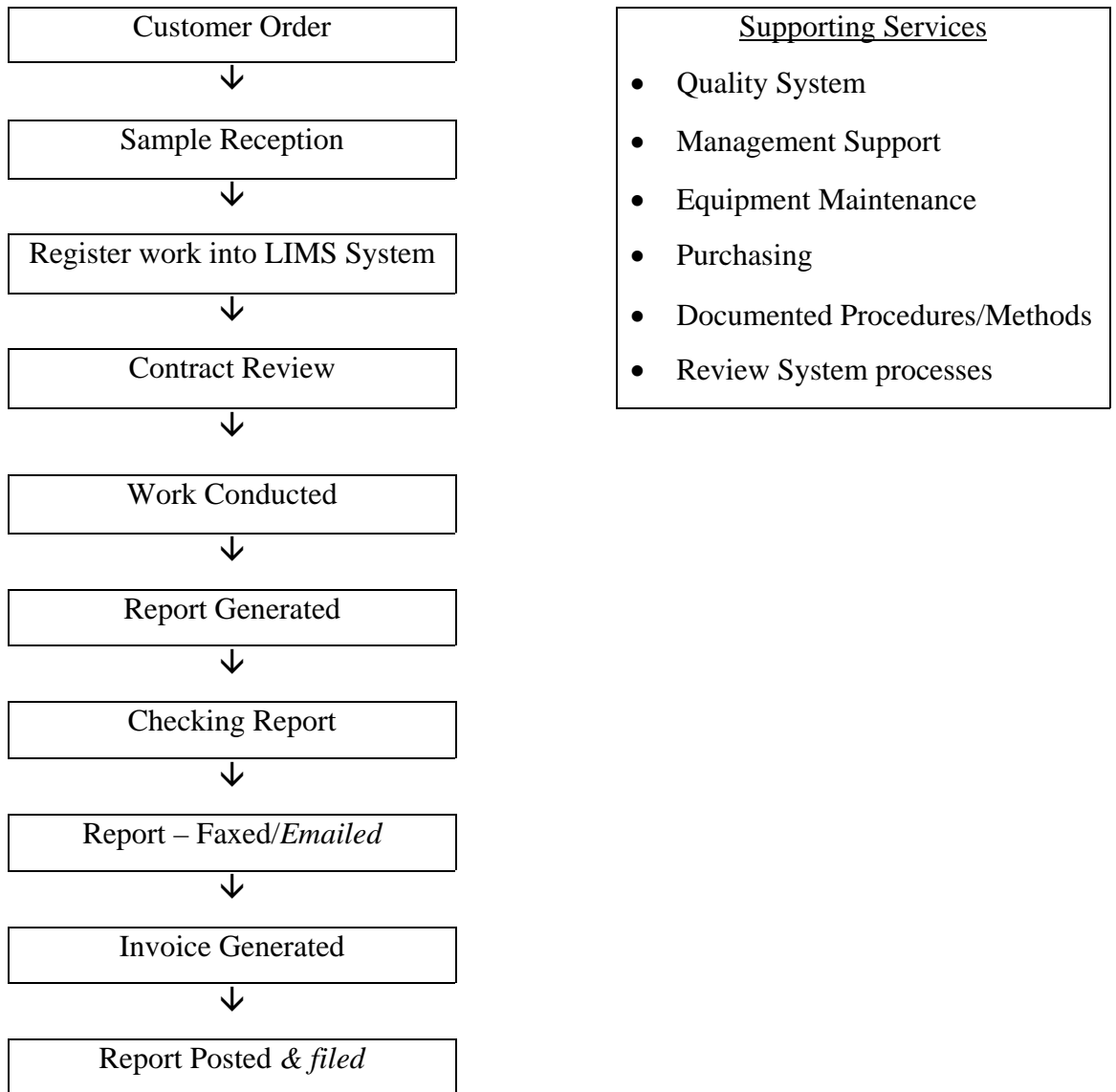
##### **Safe Work Place**

A safe and stimulating work environment fostering teamwork and mutual support.

#### **Growth through Profitability**

Consistent and sustainable profitability will support growth and provide the means to sustain our core values.

### 1.1.2 Process Model



## **1.2 Policy Implementation:**

Procedures are implemented to ensure an effective Quality System. All procedures shall be documented. Due to the diverse range of analysis provided, Leeder Consulting has developed their own quality system to assist in the successful operation of the business. Management is responsible for compiling and implementing these procedures. All methods are clearly defined and documented.

Regular audits are scheduled and conducted on the quality system by both internal and external parties. Any deficiencies are reported directly to the manager for corrective action to take place.

The company's approach to quality is to continually improve the quality system through documentation, proper training of staff, regular auditing and regular review of procedures.

## **1.3 Policy Control:**

Management reviews policies annually. All policies are signed by management and controlled through the document control center. Amended policies are notably indicated as a new issue or edition.

Overall responsibility for the Quality System is maintained by the managing director and they delegate responsibility for implementation and management.

## **1.4 Documentation Control: QAP-008**

All documentation that can affect the quality of the work performed by Leeder Consulting shall be controlled by QAP-008, which is the procedure to ensure the correct issues of these documents. Documents are uniquely identified and a list of current issues maintained.

Amendments to any of the quality manuals or procedures are made by completing the appropriate documentation, replacing the applicable page(s) and each amended page is identified by date of amendment and amendment appears in italics on the bottom of the page. The manuals or procedures are re-issued as a new edition number when the number of amendments to the current edition indicate the need and each edition cancels and replaces all previous editions and amendments. All changes to documents shall be implemented in writing by completing the appropriate documentation and processed in a manner which ensures prompt action. Records shall be maintained with the changes authorised.

Management or their delegate is responsible for updating documents and filing outdated copies as superseded documents for all the amended pages. The amendment list shows all amendments to the latest edition of the manual.

## **1.5 Company Structure:-Form-023**

The organisational chart for Leeder Consulting is found on Form-023. A position description exists for all positions. The functional responsibilities are clearly defined with accountabilities listed in the position description. Management is responsible for managing the quality system and ensuring that the requirements are implemented and maintained.

## **1.6 Reference Materials**

Leeder Consulting follows the principles detailed in the following documents,

- AS/NZS ISO9001
- NATA rules
- NATA general requirements for accreditation
- NATA supplementary requirements for accreditation-Chemical & *Biological* testing

These documents are held in the document control center and are accessible to all staff.

## **1.7 Range of Services**

Leeder Consulting offers a range of professional and laboratory analytical services.

Professional services include:

- Consulting on environmental matters
- Process trouble shooting
- Product investigation
- OH&S analytical services
- Method development

Laboratory services include chemical analysis of:

- water
- soil
- air
- minerals
- oils
- commercial products
- food and food packaging

Leeder Consulting only accepts work that it has the expertise and capability to conduct to a level acceptable to the quality system.

## **Systems Outline:**

Following is a brief outline of the functions of Leeder Consulting, which support the current Quality Assurance program. The controls to be exercised to ensure conformance on the aspects of the function which have an effect on quality is included in this section.

### **2.1 Management review-QAP-010**

Review of the quality manual takes place annually by management to affirm its adequacy and conformity to current requirements.

Review cover aspects such as the Corrective Action request file and the Audit review files. The effectiveness and manageability of the current audit schedule is reviewed along with assessment of the corrective and preventative action's generated and the customer complaints generated.

### **2.2 Quality System Procedures-QPM-01**

The quality system identifies specific requirements, which are to be incorporated into quality management of procedures/documentation, which delegate authority and responsibility, and prescribes clearly in a manner in which the work shall be carried out and the required quality.

Procedures are subjected to a systematic checking and approval process prior to issue. Prepared procedures are to a standard format for ease of reference and checking.

## **2.3 Contract and Capability Review-QAP-003**

A detailed review of all contract and tender documents takes place prior to commencement of any work.

The review shall confirm or establish as a minimum the following criteria:

- Work scope
- Customer Specification
- Customer Philosophies
- Regulatory Requirements
- Relevant Standards and Procedures
- Capability to satisfy customers

Should any of the above items require clarification, the person responsible for the work shall inform the customer and maintain documentation of client communications until the queries are satisfactorily resolved and customer requirements are adequately defined and documented

Customer authorisation and documentation is required for customer requirements which have been reviewed.

## **2.4 Documentation and Records Control-QAP-008,QAP-009**

All documents and records are to be adequately controlled.

Records are generated to provide evidence of the quality of the service and confirm directly or indirectly that it is compliant with the customer's requirements. Records shall be generated and maintained to support and substantiate all quality related activities.

Written documentation is required for all changes to documentation and are to be processed in a timely manner. After a number of changes to a document, the document will be revised and re-issued. *Written notations on documents shall be permitted.*

Test records are kept on file for a minimum of three years.

## **2.5 Purchasing-QAP-012**

A purchasing procedure ensures that all purchases are documented, authorised and obtained from acceptable and approved suppliers. All purchases on receipt will be checked against the original order. Checking ensures conformance to the initial request.

## **2.6 Customer Supplied Product-QAP-017**

Whenever Leeder Consulting is in possession of products supplied by the customer it has a specific procedure to deal with those products.

## **2.7 Identification and Traceability-QAP-016**

Leeder Consulting shall implement and have systems in place to identify and trace test samples and reports with their respective descriptions and test certificates.

Traceability begins at the receipt of test samples through to completion of the analysis and reporting through to the disposal of the sample.

## **2.8 Process Control-QAP-016**

Each test has written instructions detailing the procedures to be followed ensuring conformance of tests to all applicable requirements.

Traceability of each test sample (batch, component or part) shall be identified through all stages of analysis to the applicable test document.

A preventative maintenance program and calibration program comprises the equipment assurance program. Implementation ensures equipment is operated with known uncertainty and consistent with requirements.

Performance of relevant quality control checks during testing shall be controlled and maintained.

Inspection of all materials supplied by the customer occurs on receipt for damage, completeness and contract requirements. They shall be stored and handled appropriately or in accordance with specified instructions.

The completed product or test report shall be authorised by qualified persons whose signature certifies the acceptability and responsibility for that completed product or test report.

## **2.9 Test Reports, Products and Customer Relations-QAP-019**

Reports and products are provided to customers in accordance with agreed specifications.

Representatives of a customer shall be provided with reasonable access to verify conformance of services and supplies with their requirements.

NATA endorsed reports are signed by a NATA approved signatory only. NATA endorsed reports are issued where appropriate to clients

## **2.10 Inspection, Measuring and Test Equipment-QAP-017**

All equipment of Leeder Consulting which may affect the quality of goods or services will be controlled, calibrated, used and maintained in such a way to ensure that products and services are of the quality specified by our clients. Equipment that may affect staff health and safety are also included.

An inventory of all test equipment is maintained.

## **2.11 Sub-Contractors-QAP-012**

Sub-contractors performing work for Leeder Consulting must adhere to the requirements and specifications of Leeder Consulting and the customer.

Leeder Consulting's customer or customer's representative may be afforded the right to verify at the subcontractor's premises and Leeder Consulting's premises that the sub-contract product conforms to specified requirements, where specified in the contract.

Sub-contracting laboratories will be required to submit results on NATA endorsed reports where possible.

## **2.12 Control of Non-Conforming Products-QAP-014**

Non-conforming services shall be identified and documented. Corrective action shall be initiated to correct the condition and prevent recurrence. Non-conforming products shall be identified and withheld. The cause of the non-conformity shall be determined as soon as possible. Products will be re-worked to produce a product that conforms to requirements.

The personnel responsible for identifying the nature of non-conforming items, shall ascertain that the deviation or discrepancy is clearly described relative to the acceptance criteria.

Customer complaints are to be reported to management. Management and the person responsible for the origin of the complaint and corrective action shall review each customer complaint.

## **2.13 Corrective and Preventative Action-QAP-005**

Corrective Action Request's identifies errors and deficiencies with regard to the cause of the condition, the action taken to correct the condition and the action taken to prevent a recurrence of the condition. Corrective Action may arise from an audit, customer complaint or by any staff member.

Preventative action taken to avoid non-conformities is documented on the preventative action request form. Potential for non-conformities in the system, laboratory or test work is usually identified through recommendations in audits, retest reports, corrective action reports, and from general quality control data processing or improvement suggestions. Management will decide on the appropriate method of assessing the effectiveness of the preventative action. This can be in the form of an internal audit, review of appropriate documents, or assessment at product review.

## **2.14 Handling, Storage, Packaging and Test Sample Control-QAP-020**

Leeder Consulting shall acknowledge acceptance of customer imposed standards which shall be included under the above controls for customer requirements.

Control to ensure traceability will occur with the receipt, issue and storage of all test samples and components.

Checking of each component and test sample identification will be verified against lists. Non-conformity will be corrected prior to acceptance. Any component or sample that is missing, damaged or otherwise unsuitable for acceptance shall be recorded, rejected and where appropriate, returned to the supplier. It is the customer's responsibility to provide suitable samples for testing. The responsibility of the laboratory is limited to providing test results pertaining to and limited to the samples tested.

Test sample control shall ensure that essential test methods, technical requirements, contract change information, contract instructions, specifications or any other documents are available at the point of use.

Leeder Consulting will provide appropriate storage for all components and test samples to prevent damage or deterioration of product pending use or delivery. Appropriate methods for receipt and dispatch to and from such areas shall be stipulated. In order to detect deterioration, the condition of the product stock shall be assessed at appropriate intervals.

Staff responsible for packing, preservation and marking processes ensures conformance to specified requirements and shall identify and preserve all products from the time of receipt.

Arrangements are made for the protection of the quality of the product after final inspection and test. Where contractually specified, the protection shall extend to include delivery to destination.

## **2.15 Records-QAP-009**

Generation and maintenance of records shall adequately support and substantiate all quality related activities. These records shall provide evidence of the quality of the item or service and testify directly or indirectly that it is in compliance with contractual requirements.

Records shall be maintained for all pertinent elements including:

- System and Compliance audits.
- Inspections performed in accordance with the inspection and test plan
- Reliability of procurement sources
- Analysis Standards certification
- Acceptability of measuring equipment
- Control of non-conforming items
- Corrective action on repetitive discrepancies
- tests,approvals and audits by agencies, prime contractors and other customers
- Certifications for approval of personnel and processes
- Test reports and data
- Installation and commissioning test reports

Records shall be reviewed and evaluated by responsible personnel for the purposes of improving systems, assessing performance, suitability and efficiency and for audit purposes.

## **2.16 Internal Quality Audits-QAP-004**

Audits shall objectively evaluate the adequacy and compliance of the functions, systems and procedures. A document details the establishment and implementation of this program.

The audit program shall define:

- The functions, systems and procedures to be audited
- Those personnel qualified to perform audits
- Frequency of audits
- Methods of reporting findings and recommendations
- The means for having corrective actions agreed upon and implemented

Audits shall include evaluation of:

- Activities,processes, work areas,items and services being produced
- Quality practices,systems,procedures and instructions
- Certification, documents and records

## **2.17 Staff Employment**

Employment of laboratory staff typically requires a minimum of a Bachelor of Science or a Bachelor of Applied Science. If the applicant has relevant experience although lacks formal qualification they will be considered for employment.

Laboratory assistants typically have undergone a laboratory technical course.

All other staff will be assessed on previous experience and suitability to the position available.

## **2.18 Training-QAP-006**

Records of training and qualifications of staff shall be kept and maintained.

All functions that require acquired skills and which could adversely affected by the lack of such skills shall be identified, categorised and documented.

Leeder Consulting, through review, examination or other means verify whether personnel require training or additional experience.

All staff at Leeder Consulting will undergo the induction process annually to ensure revision of safety procedures and the companies code of ethics.

Examination, statistical control and staff appraisal are some methods used to identify competence and identify training needs.

First aid training and occupational, health and safety practices shall be in accordance with relevant state regulations.

## **2.19 Quality Control-QAP-007**

Quality control is an integral part of all analytical procedures used at Leeder Consulting. The quality control data is used to verify test results before reporting to the customer and in most cases undergo statistical evaluation to study trends and improve the quality of the procedures.

## **2.20 Client Confidentiality and Code of Ethics**

Leeder Consulting maintains confidentiality for all information imparted to or derived for the customer. Information shall only be released on the written authority of the customer.

Ethical behaviour of Leeder Consulting's staff is essential for its continuing excellent reputation.

The code of ethics demands that:

- Staff do not communicate any information regarding a customer's business, including test results, to a third party without the express permission of the customer.
- Staff do not discuss the results of any tests outside the laboratory or with persons not employed by Leeder Consulting.
- Unless permission is granted by management, staff do not accept gratitude's, non-promotional gifts, discounts, commissions or any other favours from customers or any other person or organisation with an interest in the work performed by Leeder Consulting.
- Staff must immediately advice management if any other persons seek to exert influence or pressure on them regarding the results of their work at Leeder Consulting.
- Staff shall at all times exhibit honest and integrity in the performance of their work and shall always report test results that are, to the best of their knowledge, as true and accurate as the particular test method allows.
- Any attempt at improper influence being exerted on staff must be brought to the immediate attention of the staff member's supervisor.

## **2.21 Security and Access**

The premises are covered by a monitored alarm system. Access to the laboratory is restricted to staff only. All visitors are accompanied at all times by a staff member.

## **2.22 Servicing**

Leeder Consulting encourages a close working relationship with its clients. Feedback obtained by clients is filed and reviewed at the management review meetings.

Clients are kept informed of their work requests from the contract review stage through to final report.