

PART G20M**QUALITY SYSTEM REQUIREMENTS****CONTENTS**

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1. GENERAL

- .1 The Contractor develop, implement and maintain any procedures and management plans required by this Specification.
- .2 No part of the Contractor's procedures and management plans shall be used to pre-empt, preclude or otherwise negate the technical requirements of the Contract. The acceptance of any of the Contractor's procedures and management plans by the Principal does not relieve the Contractor of the responsibility to comply with the requirements of the Contract.
- .3 The Principal is not obliged to make payment for work unless the work which is the subject of the payment claim has been executed in accordance with the requirements of this Part.

2. DOCUMENT CONTROL

- .1 Controlled Documents include any procedures, instructions, Inspection and Test Plans, Safe Work Method Statements management plans (e.g. Safety Plan) required under this Contract and any document which is specified as a Controlled Document. The Contractor shall develop, implement and comply with any Controlled Documents specified in this Contract.
- .2 Provision of each Controlled Document to the Principal shall constitute a **HOLD POINT** (refer to Clause 4 "Hold Points").
- .3 The Contractor shall update a Controlled Document as soon as practicable if it:
 - (a) does not adequately address the requirements of the Contract;
 - (b) is causing non-conformity; or
 - (c) no longer reflects the current practice of the Contractor.
- .4 Unless specified otherwise, the Contractor must provide a copy of a Controlled Document (and any proposed amendment) to the Principal at least 14 days prior to its implementation.

3. INSPECTION AND TESTING

- .1 The Contractor is responsible for ensuring that all testing, inspection and examination necessary to verify conformance with this Contract is undertaken. The Principal will not make separate payment for testing, inspection and examination.

4. HOLD POINTS

- .1 A "Hold Point" is an identified point in a work-related process, beyond which the subsequent activity cannot proceed without release of the Hold Point. Release of a Hold Point is subject to:
 - (a) the production of records by the Contractor which verify conformance with the Specification;
 - (b) an independent inspection of critical aspects of the works; and
 - (c) acknowledgement that critical aspects of the works may commence.

- .2 Release of a Hold Point or failure to detect a non-conformance does not relieve the Contractor from the responsibility for the satisfactory performance or execution of the work subject to the Hold Point. Unless specified otherwise, a Hold Point shall only be released by the Principal.
- .3 The Contractor shall be satisfied that all activities in the process relating to Hold Point (including methods of work, sequence of activities, inspections and tests) comply fully with the requirements of the Contract before seeking release of the Hold Point.

5. CONTROL OF NON-CONFORMANCE

- .1 If the Contractor’s work does not comply with the Specification and it cannot be rectified by a continuation or extension of the current process, the Contractor must:
 - (a) not proceed any further with the non-conforming work; and
 - (b) within one working day of the non-conformance being recognised, issue a “Non-conformance Report” which includes:
 - a summary of the manner that the work does not comply with the Specification;
 - any relevant inspection and test records; and
 - the Contractor’s proposed disposition (e.g. accept as is, rework or replace).
- .2 The identification of a product related non-conformance and the subsequent issue of a Non-conformance Report shall constitute a **HOLD POINT**.
- .3 The Contractor shall review and analyse the cause of all non-conformances and develop a plan of corrective action to minimise the likelihood of recurrence. Details of such corrective action must be entered in a non-conformance report or corrective action request as appropriate.

6. QUALITY RECORDS

- .1 The Contractor shall prepare all records necessary to demonstrate compliance with this Contract and provide a copy to the Principal.

7. AUDIT AND SURVEILLANCE

- .1 In addition to audits arranged by the Contractor, the Contractor shall allow surveillance and / or audit of the work under the Contract (including work undertaken by subcontractors) to be undertaken at any time. These audits may be for the purpose of verifying compliance with any part of the Contract, including safety, traffic management, environment, statutory requirements and quality.

8. HOLD POINTS

- .1 The following is a summary of Hold Points referenced in this Part:

CLAUSE REF.	HOLD POINT	RESPONSE TIME
2.2	Document to the Principal	
5.2	Non-conformance Report	