



Quality Management System Manual

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1 Introduction

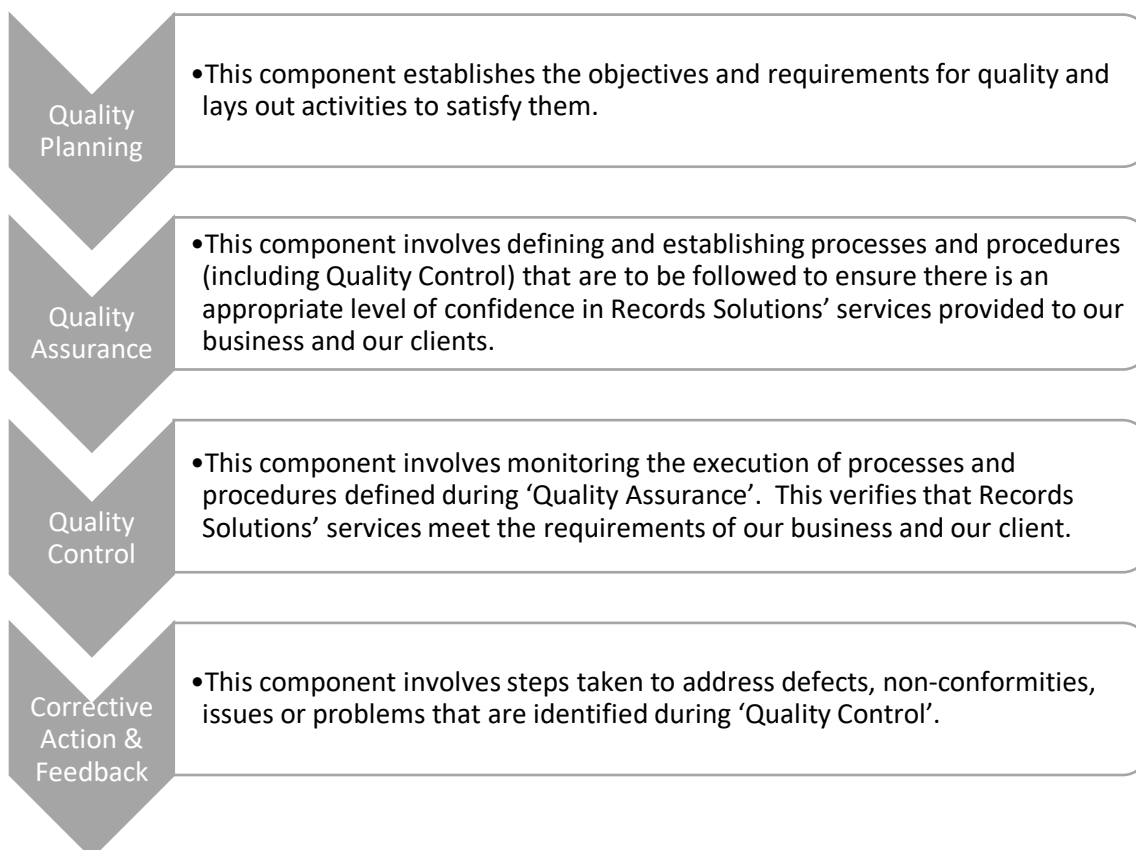
1.1 Purpose of this Manual

The purpose of this manual is to describe the Records Solutions' Quality Management System and how it operates.

2 Quality Management System

Records Solutions' Quality Management System will comprise of four components:

1. Quality Planning
2. Quality Assurance
3. Quality Control
4. Corrective Action and Feedback



3 Quality Planning

3.1 Quality Policy Statement

Records Solutions will provide services which consistently meet our customer's expectations in the most cost-effective manner. To meet this objective it is our policy to maintain a Quality Management System throughout our company's operation. This system comprising of written policies, processes and procedures will enable our activities to be carried out in a planned and systematic manner with the appropriate level of quality delivered to our business and our clients. We believe that to be part of a competitive market we must constantly aim at quality improvements.

All our employees understand this philosophy and appreciate that quality is the responsibility of everyone in the organisation. We are fully committed to the implementation of this policy and in this undertaking all employees are requested to comply with the company quality policy and objectives set out in our company quality and procedures manuals.

Quality will be achieved through diligent adherence to a quality framework developed and maintained by the Quality Management Committee. Records Solutions embraces the concept of partnerships and accordingly our quality framework is built around four (4) areas, with the overall goals in each area being:

1. To ensure that the methodology developed in proposing and undertaking any service is **feasible** employing an approach that is realistic, prudent, diplomatic and economical
2. To approach each service task ensuring the **highest ethical and legal standards** will be observed and due regard is given to those persons who are involved with the project and are affected by its findings
3. To ensure **utility** by producing advice and recommendations that are realistic and are accepted by and serve the information needs of the intended users
4. To ensure **accuracy** of information revealed and conveyed from our services.

To support and ensure achievement of the identified goals, the quality framework incorporates a fifth assurance being:

5. A commitment to the establishment and maintenance of **quality administration processes and procedures** to manage both internal and external services.

3.2 Quality Scope Statement

The Records Solutions Quality Management System covers:

- Finance and Administration Services
- Consultancy Services
- Operations including Outsourcing Services and Archival Services

3.3 Quality Management Committee

3.4 Role of Quality Management Committee

The Records Solutions Quality Management Committee will have overall responsibility for the management and delivery of the Quality Management System. Quality management however within Records Solutions is the responsibility of all Records Solutions' staff.

3.4.1 Membership of Quality Management Committee

The Quality Management Committee will comprise of the Records Solutions' Quality Manager who will have overall control of the committee and Quality Coordinators who will be responsible for Quality within their own departments.

The current Quality Management Committee will comprise of the following positions as indicated below.

Quality Management Committee Position	Responsible Person
Quality Manager	Director, Records Solutions
Quality Coordinator - Consulting	Consulting representative
Quality Coordinator - Operations	National Manager, Consulting and Projects (or delegate)
Quality Coordinator – Finance/Administration	Secretary

3.4.2 Quality Management Committee Meetings

The Quality Management Committee will meet at least annually and as required to review the Quality Management System.

4 Quality Assurance

Quality Assurance involves defining and establishing processes and procedures (including Quality Control) that are to be followed to ensure there is an appropriate level of confidence in Records Solutions' services provided to our business and our clients.

4.1 Quality Documents

The following Quality Documents will be used by Records Solutions' staff to ensure that quality is delivered across all areas of Records Solutions:

Quality Document Name	Document Custodian	Document Review Period
Quality Management System Manual	Quality Manager	Annually

Quality Document Name	Document Custodian	Document Review Period
Consulting Quality and Procedures Manual	Quality Coordinator - Consulting	Annually
Finance and Administration Quality and Procedures Manual	Quality Coordinator – Finance/Administration	Annually
Records Solutions Client Communication Standard	Quality Coordinator – Finance/Administration	Annually
Records Solutions Document Control Strategy	Quality Coordinator - Consulting	Annually
Records Solutions Titling Standards	Quality Coordinator - Consulting	Annually

4.2 Quality Corrective Action and Feedback for Quality Documents

The Quality documents will not only be improved or corrected during the annual review process undertaken by Quality Coordinators but may also be improved or corrected resulting from staff feedback or from corrective action resulting from quality audits (refer to Section 5.1).

4.2.1 Quality Issues & Feedback

Quality issues will be raised by Records Solutions staff as required using a Quality Issue and Feedback Form (RS0019) and forwarded to the relevant Quality Coordinator (i.e. 'document custodian').

4.2.2 Quality Issue Registers

Quality issues raised by Records Solutions staff will be recorded in the Quality Issue and Feedback Register (RS0018) for each Records Solutions' department, by the relevant Quality Coordinator (i.e. 'document custodian'). Depending on the urgency or impact of the quality issue, these may be accumulated and then taken into consideration during the annual review of the quality document.

The Quality Issue and Feedback Register (RS0018) for each Records Solutions department will be viewed at least annually or as required by the Records Solutions Quality Manager as part of the annual review of the Quality Management System.

5 Quality Control

Quality control involves monitoring the execution of Records Solutions' processes and procedures for each department defined during quality assurance. Quality control also involves monitoring specific results obtained by Records Solutions' services to determine if they comply with relevant quality standards and or that the requirements of our business and our clients are being met.

5.1 Quality Audits

The Quality Audit Form (RS0017) will be used by each Records Solutions' department to audit processes and procedures used to deliver services to the Records Solutions' business and our clients.

The frequency, sampling method, and responsibility for quality audits will be defined in individual department Quality and Procedure Manuals.

5.2 Output from Quality Audits

The following output may result from quality audits:

- **Corrective Action and Feedback for Records Solutions Quality Documents** – error reporting or suggested improvements to Quality Documents will be forwarded to the Quality Coordinator (i.e. 'document custodian') using a Quality Issue & Feedback Form (RS0019).
- **Acceptance decisions** – the service inspected will be either accepted or rejected. Rejected items may require rework.
- **Rework** – Rework may be required by the Records Solutions' department or individual staff member to bring a defective or nonconforming item of work into compliance with requirements or specifications.
- **Corrective Action and Feedback for Records Solutions Processes or Procedures** – Process or procedure adjustments involve immediate corrective or preventative action because of Quality Control. Process or procedure adjustments will be reported to the Quality Coordinator (i.e. 'document custodian') using a Quality Issue & Feedback Form (RS0019).

5.3 Quality Audit Registers

The results of quality audits conducted for each Records Solutions' department will be recorded in the Quality Audit Register (RS0016) by the relevant Quality Coordinator.

The Quality Audit Register (RS0016) for each Records Solutions' department will be viewed at least annually or as required by the Records Solutions' Quality Manager as part of the annual review of the Records Solutions' Quality Management System.