



SafetyDocs

by SafetyCulture



9001

Quality Management System

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SAMPLE

Disclaimer: This document contains material to assist in meeting quality management obligations under the International Standard ISO 9001:2016. Although every effort has been made to ensure the accuracy of this information at the time of publication, it is provided as guidance only. It does not provide legal advice on meeting your obligations.

3.5 Participation and Consultation Policy

PURPOSE

The purpose of this policy is to communicate the responsibility, authority, and accountability for consultation, cooperation, and participation methods among workers and other duty-holders.

POLICY

{company_name} will ensure the establishment of formal consultation, cooperation, and participation methods for workers and other duty holders, such as contractors (and workers of contractors). {company_name} recognises the benefits that regular and effective consultation including, communication, cooperation, and coordination can produce and is committed to fulfilling this duty.

This policy applies to all people who work for {company_name}, irrespective of their employment arrangement. This policy covers all people engaged to undertake tasks at {company_name} workplaces/locations including Workers, independent contractors, work experience students, trainees, apprentices, and volunteers.

{company_name} will make every effort to ensure that consultation makes allowances for languages other than English and people with learning disabilities. The consultation will be timely and allow for relevant people to contribute their views and feedback.

All workers, and others, are responsible for actively participating in consultation and for following reasonable directions while working at {company_name}.

{company_name} will establish the following consultative arrangements:

- Quality Management Team and regular management meetings.
- Workgroups.
- Regular meetings with quality as a standing agenda item.

Further to this, the consultation will take place in the following ways:

- Formal inductions.
- Training.
- Information on hazards.
- Emergency response.
- *Meeting Minutes* displayed.
- Incident/complaint investigation and corrective actions.
- Results of evaluations including audits, and non-conformances.
- Review of quality objectives.
- Standard operating procedures, and documented instructions.
- Risk assessments, risk controls, and feedback regarding long-term controls.
- Safety Data Sheets (SDS), product safety sheets, operating manuals, etc.
- Reporting and keeping records in line with legislative requirements.

RESPONSIBILITIES

Senior Management takes responsibility for ensuring that:

- all workers are trained and familiar with, have access to and participate in the Participation and Consultation Process and associated mechanisms while working at {company_name}; and
- those other people, who are impacted by quality concerns at {company_name}, such as other organisations, self-employed people and visitors, participate in consultation as required; and
- regular review of the Participation and Consultation Process is undertaken.

Supervisor(s)/Manager(s) are responsible for:

- informing workers and others about the requirement to participate and follow, the participation and consultation process; and
- ensuring that all people are adequately trained in how to consult in the workplace; and
- conducting, and enabling, regular consultation with all workers and workgroups; and
- maintain records.

The Quality Manager is responsible for:

- maintaining and reviewing the Participation and Consultation Process as required; and
- ensuring all workers have access to adequate consultation mechanisms and that they actively participate in consultation in the workplace; and
- informing and consulting with the Senior Management regarding consultation as necessary; and
- maintaining formal, approved consultation mechanisms and records.

PARTICIPATION AND CONSULTATION PROCESS

A consultation will take place directly with workers to identify and assess quality hazards, before and during the implementation of risk controls, and whenever there are changes or new information. Workers' views will be noted, and workers/duty holders provided an opportunity to contribute to decision-making.

Work Groups will be represented for this workplace. The Supervisor(s)/Manager(s) for Work Groups will be recorded within the *Work Groups Register*:

- In the first instance, workers who identify quality issues in the workplace, or who wish to communicate with {company_name} about quality issues, should contact their supervisor or manager.
- If it is not possible, or the worker feels uncomfortable to raise a particular quality issue with their supervisor or manager, they should contact the Quality Manager.
- Supervisor(s)/Manager(s) are empowered to raise quality issues formally at meetings with the Quality Manager.
- The Quality Manager will coordinate, manage, resolve, and document any formally raised quality issues, in consultation with the workers and Supervisor(s)/Manager(s) involved with the issue. They will then report to the Senior Management to ensure they are fully aware of the nature and outcome of the issue, and
- The Senior Management actively engages with the consultation procedure regarding quality issues.

The following formal consultative arrangements are in place. *(Check one or more of the following options as appropriate. Include specific consultative arrangements if not represented already).*

Formal Quality Meetings					Quality Meetings					Quality Management Team Meetings				
Day	Week	Bi-week	Mthly	Qrtly	Day	Week	Bi-week	Mthly	Qrtly	Day	Week	Bi-week	Mthly	Qrtly
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Records of quality meetings are maintained using the template for Meeting Minutes. {company_name} will ensure effective communication and consultation with other Duty Holders (such as contractors) as relevant for the tasks undertaken at this workplace. All efforts will be made to identify hazards, consult with duty holders, cooperate, and coordinate with duty holders.

4.2 Compliance Obligations Policy

PURPOSE

The purpose of this policy is to define, document, and communicate the responsibility, authority, and accountability for all legal and regulatory compliance obligations.

POLICY

This policy and procedure apply to all activities including legislative, contractual, licenses, and other forms of authorisation or standard.

{company_name} is committed to conducting its business activities lawfully and in a manner that is consistent with its compliance obligations. These obligations will be achieved by:

- identifying a clear compliance framework within which the company operates; and
- promoting a consistent and comprehensive approach to compliance; and
- developing and maintaining practices that assist and monitor compliance activities; and
- creating a culture of compliance where every person within the organisation accepts personal responsibility for compliance.

Compliance with legislation is evaluated using several strategies including, but not limited to:

- Review of internal and external audit results, inspection, and other compliance programs.
- Evaluation of legal compliance requirements, including those related to environmental regulations and climate change.
- Results of consultation from all levels - management, workers, and contractors.
- Performance evaluation of the QMS and objectives.
- Status of incident reports, investigations, corrective and preventive actions.
- Communication from interested parties, complaints – actions, status, and suggestions.
- Corrective actions, accountability, and timeframes.
- Follow-up on previous compliance reviews.

Compliance evaluations, including audit and workplace inspection results recorded, and the results are provided to Senior Management at regular intervals.

COMPLIANCE OBLIGATIONS PROCEDURE

1. The Quality Manager is responsible for determining the applicable laws and regulations that arise from {company_name} business practices and, evaluating their potential impact on business operations.
2. As necessary, the Quality Manager will utilise off-site resources such as consultants, legal representatives, and regulatory representatives.
3. The Quality Manager will compile and maintain updated copies of all applicable laws and regulations, licenses and permits, codes of practice, or other material necessary to meet legal obligations.
4. The Quality Manager, working with the relevant teams will correlate these regulations to the business activities and, quality aspects associated with them, using the *Compliance Requirements Register*.
5. The requirements of these regulatory controls, including those related to climate change, will be communicated (and the methods for complying with them) to all workers, contractors, and other affected parties as necessary.

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