

# DEMOLITION

Health, Safety, Environmental & Quality  
*Management System*



ISO 45001:2018

ISO 14001:2016

ISO 9001:2016



## SafetyDocs

*by SafetyCulture*

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**Disclaimer:** This document contains material to assist in addressing OHS, Environmental and Quality obligations. Although every effort is made to ensure the accuracy of this information at the time of publication, it is provided as guidance only and does not provide legal advice.

## 4.2 Design and Development of Products and Services

(*Insert person/group in your company who is responsible*) is accountable for the activities undertaken in the design/development stage and determines the critical stages of the design and development of the product or service.

The planning will consider the inputs and desired outputs and a design and development review undertaken to develop the verification and validation methodologies. Verification and validation are conducted and recorded separately or in any combination deemed suitable for the product or service.

### DESIGN AND DEVELOPMENT PLANNING

Our design and development process includes a design plan. *see Quality Design Plan Template*, which provides stages and controls based on:

- The nature, schedules, and consideration of the complexity of the required design and development tasks.
- The relevant design and development reviews and gates for development.
- The criteria and methodology for verification and validation tasks.
- Assigned roles, responsibilities, accountabilities, and authorities for the design and development process.
- The resourcing required (both internal and external) to achieve the design and development of our products and services.
- The management of interfaces between various departments in {company\_name} involved.
- The requirement to engage our customers and end-users to ensure the product or service meets the requirements.
- The ongoing need for the provision of products and services.
- The auxiliary procedures and relevant records kept, ensuring that the customer and end-users' design and development requirements are met.

### DESIGN AND DEVELOPMENT INPUT

In designing and developing products and services, the following is considered:

- Functional and performance requirements.
- Lessons learned and other information derived from the previous design and development tasks and projects.
- Applicable statutory and legislative requirements (permits, registration, safety factors).
- Applicable International and National Standards and Codes of Practice to which we are certified or have committed to meeting with the customer.
- The potential consequence of our product or service failing to meet the requirements.
- Other essential documentation/data.

All inputs are reviewed for accuracy and assessed against the design and development processes. The design and development processes are as complete and unambiguous as possible. Records of all inputs kept for the design and development processes.

### DESIGN AND DEVELOPMENT CONTROLS

Our design and development processes apply strict controls to ensure that our products and services:

- Deliver the results that are required.
- Have reviews that evaluate our company's ability to meet the customer's requirements.
- Have verification tasks performed to determine that design and development outputs meet the input requirements.

- Verification data, including (but are not limited to) review of calculations, testing data, and comparisons to similar product designs are recorded and maintained.
- Validation processes are performed to ensure that the product can meet the intended use requirements, where known. Every attempt is made to complete validation procedures before delivery or implementation of the product.
- Validation data, such as review and approval of performance testing results, is validated before initial implementation and after any changes or a new version is incorporated.
- Where necessary, actions will be applied to correct or prevent problems from occurring (document using the *Corrective/Preventative Actions Register*).
- Have the correct and accurate documented information in the form of records, retained as evidence of the process and controls associated.

## DESIGN AND DEVELOPMENT OUTPUTS

Design and development outputs undergo verification against the input and design. Specific validation/verification indicators developed (configuration, acceptance criteria, supporting design documentation such as calculations, tests, statistical analysis, and supplier or customer feedback).

Design and development outputs include, but are not limited to:

- Verification that the product meets the input requirements.
- That the products and services are adequate to be used in subsequent processes.
- Instructions for safe and proper use. (including exceptional circumstances and limitations).

Design outputs are reviewed and approved before product release and list all acceptance criteria, drawings, and other required verification data. Records of all design outputs will be kept.

## DESIGN AND DEVELOPMENT CHANGES

Any changes to design and development will be reviewed. The review of design and development changes includes evaluation of the planned changes on already-delivered products.

Documented information kept that provides evidence of:

- Design and development changes.
- The results of reviews.
- The authorisation and approver of changes.
- Corrective or preventative actions taken to address problems.

## DELIVERABLES AND MILESTONES

*(Insert team or person responsible)* is responsible for planning, implementing, and controlling all the processes needed to meet the customer's requirements. Actions to deliver these outputs will be considered:

- What the output criteria are for the processes what performance indicators are required for accepting the product or service?
- What resourcing is needed to achieve and exceed the conformity for the output criteria for the products and services?
- Are controls required to deliver against the output criteria?

We will develop and implement project acceptance criteria to ensure our processes and operations meet specific requirements. (*Project Acceptance Criteria*).

The Project Manager is responsible for the development of project deliverables under the contract.

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