



Quality Plan

Quality Management System

Reference: FSS-MP-PLN-003 Revision 1

Date: 07-12-2024

COMPANY CONFIDENTIAL - Web Site Copy

Contents

1. Introduction.....	5
2. References	6
3. Definitions	6
4. About our organisation.....	7
4.1. Organisational context	7
4.2. Relevant interested parties	8
4.3. Quality Management System	8
4.3.1. Management system scope.....	8
4.3.2. Management system processes	8
4.3.3. Outsourced processes	9
4.3.4. Documented information	10
5. Leadership and governance.....	11
5.1. Leadership and commitment	11
5.1.1. Quality management	11
5.1.2. Customer focus.....	12
5.1.3. Quality policy	12
5.2. Role, responsibilities and authorities	12
5.3. Communication	13
5.3.1. Internal communication	13
5.3.2. External communication.....	14
6. Management system planning	15
6.1. Addressing risks and opportunities	15
6.2. Quality objectives	16
6.3. Planning for change.....	18
6.4. Measurement and evaluation of objectives.....	18
6.4.1. Evaluation of objectives.....	18
7. Support	19
7.1. Resources	19
7.1.1. General	19
7.1.2. People	19
7.1.3. Infrastructure.....	20
7.1.4. Operational environment	20
7.1.5. Monitoring and measurement tools.....	21

7.1.6.	Organisational knowledge	21
8.	Product and service development.....	22
8.1.	Operational planning and control	22
8.2.	Customer requirements	23
8.2.1.	Customer communication	23
8.2.2.	Determining requirements	23
8.2.3.	Review of requirements	24
8.2.4.	Changes in requirements.....	24
8.3.	Design and development.....	24
8.3.1.	General	24
8.3.2.	Planning	24
8.3.3.	Inputs.....	25
8.3.4.	Controls	25
8.3.5.	Outputs.....	26
8.3.6.	Changes	26
8.4.	Control of suppliers and external processes	26
8.4.1.	General	26
8.4.2.	Purchasing controls	27
8.4.3.	Purchasing information	27
8.5.	Production and service provision	28
8.5.1.	Control of production and service provision	28
8.5.2.	Identification and traceability.....	28
8.5.3.	Third party property	28
8.5.4.	Preservation.....	29
8.5.5.	Post-delivery activities.....	29
8.5.6.	Control of changes.....	29
8.6.	Release of products and services	29
8.7.	Control of non-conforming outputs	30
9.	Performance evaluation	30
9.1.	Monitoring, measurement, analysis and evaluation.....	30
9.1.1.	General	30
9.1.2.	Customer satisfaction	31
9.1.3.	Analysis and evaluation	31
9.2.	Internal audit.....	32
9.3.	Management review	32

9.3.1. General	33
9.3.2. Inputs.....	33
9.3.3. Outputs	33
10. Improvement.....	33
10.1. General	33
10.2. Non-conformity and corrective action	34
10.3. Improvement.....	35
11. Terms and conditions for Auditing Company	35
Appendices	36
A.1 Correlation matrix	36
A.2 Sequence and interaction of processes.....	39
A.3 Organisation chart.....	40
12. Document control.....	41

1. Introduction

FIRE SYSTEM SERVICES Pty Ltd has developed and implemented a Quality Management System (QMS), which uses ISO 9001:2015 as a framework that allows our organisation to document and improve our practices in order to better satisfy the needs and expectations of our customers, stakeholders and interested parties.

This manual describes the quality management system, delineates authorities, inter relationships and responsibilities of personnel operating within the management system. The manual also provides references to procedures and activities that also comprise our quality management system.

The manual is used to familiarise customers and other external organisations or individuals with the controls that have been implemented and to assure them that the integrity of our quality management system is maintained and is focused on customer satisfaction and continual improvement.

Our quality management system meets the requirements of ISO 9001:2015 and uses the Plan, Do, Check and Act approach to process planning. Our QMS addresses and supports our strategies for the installation of Fire Systems, their maintenance within commercial buildings as well as within the Aerospace sector in line with other regulatory requirements, ensuring they are in working order at all times. FIRE SYSTEM SERVICES is focused on ensuring the highest levels of safety are provided with regards to the fire systems and the assets that make up that system are maintained in accordance with the regulatory requirements. FIRE SYSTEM SERVICES utilises innovation to ensure the latest technologies are deployed within its clients fire systems.

FIRE SYSTEM SERVICES operates within the Aviation sector and its quality system aligns with the requirements as set out in the Company's PART 145 and DASR PART 145 manuals. Both relate to critical regulatory frameworks established to govern the approval and oversight of aircraft maintenance organisations (AMOs).

In addition to the requirements set out within ISO9001, each employee working on aviation projects within FIRE SYSTEM SERVICES is expected to share in the commitment to the PART 145 and DASR PART 145 certification requirements. Each employee is expected to actively take part in maintaining a safe health working environment by following and complying with the Company's Safe Work Method Statement by:

- Working in a safe manner and not placing themselves or others at risk.
- Observing all safe work procedures, rules, and instructions, and requesting clarification if in doubt.
- Ensuring all accidents, incidents, and unsafe conditions are reported to their immediate supervisor or next appropriate person.
- Reporting any pain and/or discomfort as early as possible.
- All work conducted by FIRE SYSTEM SERVICES personnel is in accordance with AS2337 and AS2030, and DASR PART 145 as relevant.
- All aviation workshop activities relating to pressure testing and refilling of aviation relevant pressurised gas cylinders are carried out (per AS 2337 and AS 2030), and in accordance with the Aviation Workshop / Test Station Certificate of Conformance, any tooling or instrumentation that requires certification are certified and calibrated on an annual cycle. Such instruments may include scales and pressure testing devices.