

ROCKPRESS QUALITY MANUAL

Rockpress – Rocklea Pressed Metal – is a major manufacturer and fabricator of metal products for a wide range of industries and applications. Rockpress is located in Acacia Ridge, a major industrial hub in southern Brisbane. With a factory floor space of ~12,000m² and up to 100 staff, Rockpress has the resources and capacity to handle projects of any size – from simple metal componentry, through to major structural, industrial and architectural works. And with 40 years in operation, as well as all major Quality Assurance certifications in place, Rockpress has the experience and expertise to deliver on the most complex assignments. Rockpress specialises in custom-made solutions fabricated from a wide range of metals – stainless steel, aluminium, carbon steels, copper and brass. We can even incorporate complementary materials and accessories – such as timber, plastics and glass – through the manufacture process to deliver products in their complete form.

QMS SCOPE

The scope of Rockpress' QMS as recorded on its ISO 9001:2008 registration certificate is as follows:

"The registration covers the Quality Management System for the design and fabrication of steel and sheet metal components"

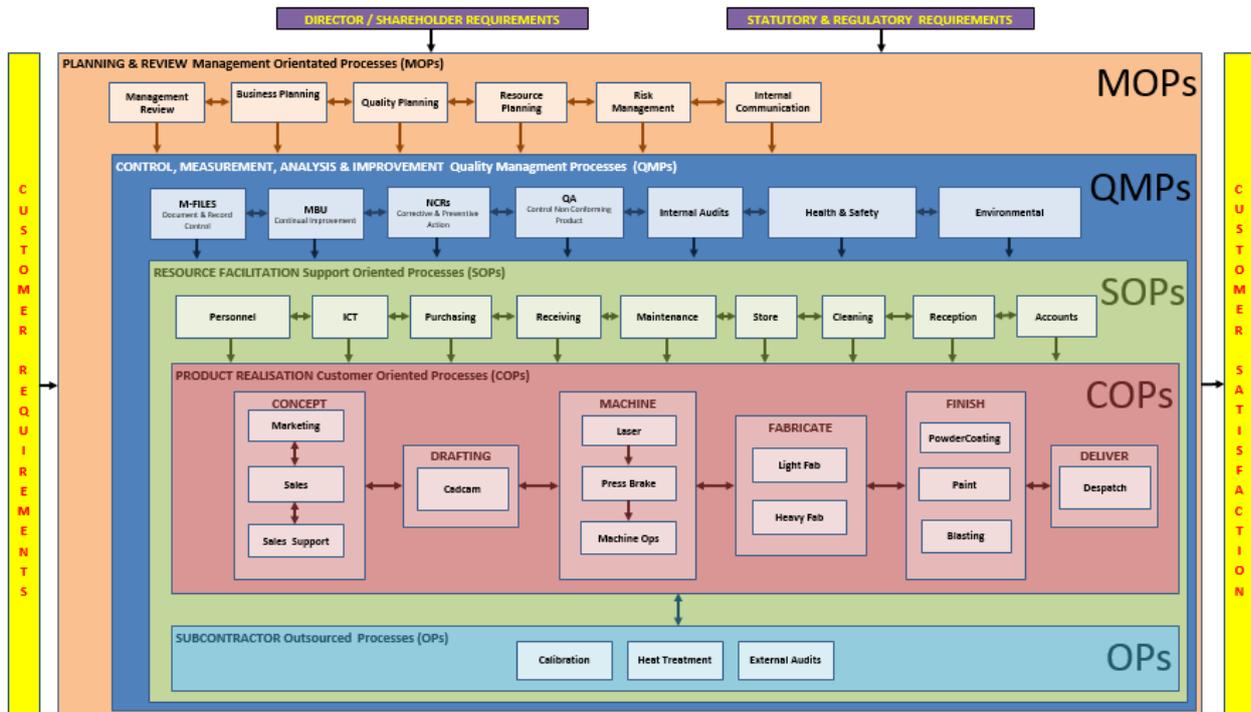
Rockpress is committed to live by the spirit of all applicable clauses of ISO 9001, including the requirement to continually improve the effectiveness of its QMS. This commitment is supported by the Rockpress Quality Policy.

QUALITY POLICY

Rockpress is committed to

- Using a risk management approach to all Federal, State and Local Government legal requirements,
- Develop and maintain a Quality Management System (QMS) to control, monitor and revise the activities of the company and to define the roles and responsibilities of employees through consultation,
- Establish, maintain and routinely review objectives, targets and trends that reduce or eliminate inefficient processes,
- Maintaining the interdependent relationship between the Quality, Health & Safety and the Environmental management systems,
- Provide a responsible and quality aware workplace culture through the training of all Management & Staff,
- Provide resources for the continual development of the QMS,
- Promote the relevancy and positive development of the quality culture through proactive management of existing operations and for the planning of future operations.

QMS PROCESS INTERACTIONS



QUALITY GOALS & OBJECTIVES

1. Leadership

1a Policies - Review & Analysis

1a.i Trust, Honesty and Integrity - Ensure high levels of tangible trust, honesty and commercial integrity, both internally and externally

- Ensure internal corruption is not tolerated through monitoring and education
- Provide an open management style that not only does the right thing but is seen to be doing the right thing
- Ensure all parties to negotiations will benefit from the outcome

1a.ii Accountability - Provide full accountability to our stakeholders

- Provide documented accounts of all business decisions that interact with our stakeholders including consultation

1b. Supervisor / Manager Education & Mentoring

1b.i Leadership - Provide effective & supportive leadership

- Provide education opportunities and mentoring to management / supervisors to build effective and supportive leadership

1c. Corporate Social Responsibilities

1c.i Values - Promote robust business values aligned with customer expectations

- Meet customer expectations of the company through the use of an Integrated Management System

1c.ii Community & Culture - Foster a sense of community in the workplace

- Provide a management culture that promotes a sense of belonging and empathy
- Competitive manufacturing training
- Staff functions

2. Planning

2a. Goal Setting & Action Plan

2a.i Company Goals

- Company Goals have been established and they accurately reflect current work practices

2b Quality Objectives & Targets

2b.i Quality Planning

- Implementation of a systematic and standardised production process
- Facilitation of Monitoring and Measuring actions at agreed upon hold points

2c. Health & Safety Programmes, Objectives & Targets

2c.i Health & Safety - Provide high levels of support to employees

- Develop a health & safety system and culture that exceeds legislative requirements
- Provide empathy and support through rehabilitation policy and procedures for injured employees
- Network with our customer, suppliers & industry peers

2d. Environment Programmes, Objectives & Targets

2d.i Environment - Preserve the integrity of the natural environment

- Provide an environmental protection system and culture that exceeds legislative requirements

3. Support

3a. Communication & Consultation

3a.i Communication

- Facilitate and encourage two way communication between management and all levels of staff in relation to all aspects of the Integrated Management System

3b. Compliance with Acts, Regulations, Codes & Standards

3b.i Compliancy

- Develop and maintain a list of applicable legal and statutory requirements
- Ensure this list remains up to date and current

3c. Plant and Equipment Maintenance

3c.i Manufacturing Support - Increase manufacturing process efficiency

- Develop a plant / equipment downtime reduction / maintenance plan
- Instigate a stock monitoring programme to reduce costs
- Competitive manufacturing training

3d. Staff Training & Inductions

3d.i Capacity - Increase capability of existing plant, services & equipment operators

- Upgrade Accpac accounting system and develop technical training for plant/equipment operators to increase efficiency of existing capacity

3d.ii Knowledge- Increase technical knowledge base

- Develop / Attend further education / training courses
- Research and develop new sales streams in the industry
- Investigate Government funding opportunities

3e. Resources - Manufacturing, Administrative & Human

3e.i Resource Management - Reduce cost of resources, reduce consumable wastage

- Provide employee education on consumable stock preservation
- Competitive manufacturing training

4. Operation

4a. Supplier and Subcontractor issues

4a.i Suppliers - consolidate the supply chain

- Develop a supplier education and support plan

4b. Production of Goods

4b.i Manufacturing

- Maintain and facilitate an efficient, cost effective, safe and environmentally friendly production process
- Ensure that manufactured parts adhere to mandatory industry and customer standards
- Safety Critical components are identified and controlled.

4c. Market needs & customer Relationships

4c.i Sales Size - Increase average sale size

- Increase sales item prices - hourly rate to EBA pay rises
- Develop / Undertake upsell technique training - Sale, coaching & strategy training courses.
- Competitive manufacturing training
- Internal/External sales training

4c.ii Sales Frequency - Increase frequency of sales

- Communicate product / service benefits to existing customers regularly
- Develop relationship marketing techniques for existing customers

4c.iii Customer Loyalty - Strengthen loyalty of existing customers

- Develop a service / product consistency and quality customer satisfaction programme
- Share information resources with customers

4d. Marketing

4d.i Marketing - Increase industry & market awareness. Prioritise existing customer base

- Develop advertising programmes:
- consists of brochures targeting specific business areas

- marketing pack for onsite visits
- corporate videos/media advertising

5. Performance

5a. Audits - Internal & External, Planning, review & analysis

5a.i Management System Audits

- Develop and Implement a risk based Internal Audit Schedule
- Conduct internal audits at planned intervals
- Review and action items stemming from these audits

5b. Employee Performance

5b.i Labour - Increase efficiency and reduce mistakes

- Implement a quality mentoring system
- Introduce an integrated automated time/data collection system in the workshop
- Competitive manufacturing training / Non-Conformance process
- Accpac reporting

5c. Customer Complaints, issues & feedback

5c.i Service - Improve customer service

- Use a contact database - target business types with mailouts of brochures, existing customers to upsell, target calling in geographical areas
- Use a customer complaints system that ensures quick resolution - customer feedback forms, customer surveys

5d. Business Performance

5d.i Section KPIs

- Each internal Section tracks their own performance indicators and measures

6. Improvement

6a. Non Conformances

6a.i Corrective & Preventive Actions

- Implement and maintain a system to identify, document, report and analyse Production Non Conformances
- Identify Corrective & Preventative actions

6b. Opportunities for Improvement

6b.i Opportunities for Improvement

- Identify and act on opportunities for improvement

6c. Risk Management

6c.i Risk Management

- Identify and track corporate risks specifically in relation to Financial, Health & Safety, & Systems
- Review for adequacy