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HOUTMAN CHARTERS PTY LTD
TRADING AS

Mark Millman
MARINE

WE DON'T BUILD THE MOST
WE BUILD THE BEST



QUALITY MANUAL

Compiled: April 1987.
Revised: August 2012

QUALITY ASSURANCE MANUAL

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SECTION ONE: SCOPE & GENERAL

1.1 STATEMENT OF AUTHORITY

It is policy Mark Millman Marine maintain a quality system in accordance with AS/NZS 9001:2000 and industry developed systems and standards of best practice for the design, construction and supply of product.

Mark Millman Marine is firmly committed to the implementation of the quality assurance procedure described in this manual, to ensure that the end product is of a quality that meets the clients requirements.

The Quality Control Engineer who reports directly to the General Manager is responsible for the overall quality assurance program, and his delegate will have direct control over the day to day operation of the system.

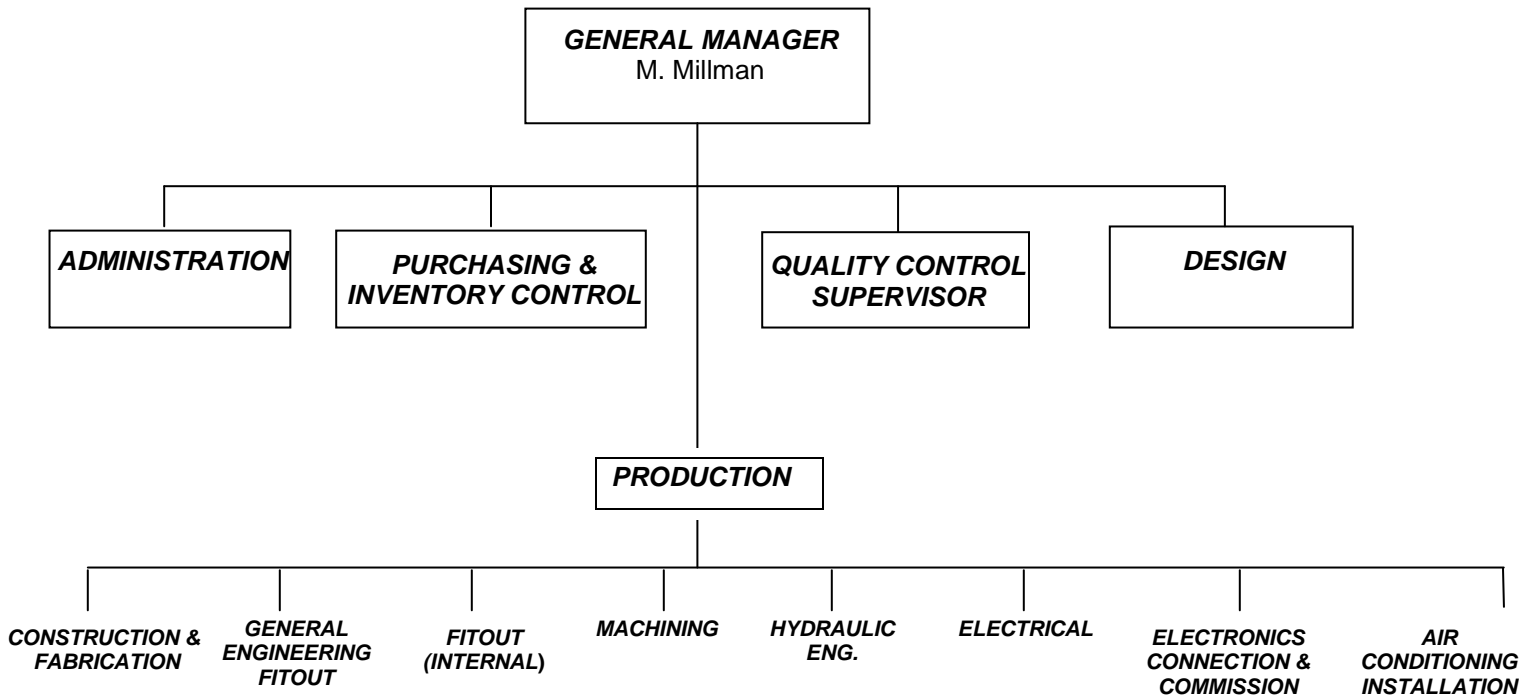
It is mandatory for all Mark Millman Marine personnel to comply with the quality control procedures described in this manual.

The Quality Assurance Engineer, in conjunction with the General Manager, has final authority on quality program decisions which will not be in any way overridden by other personnel. In the absence of the Q.A. Engineer, such authority will vest in his delegate as detailed below, for the purpose of quality control only.

M.L. MILLMAN
GENERAL MANAGER

1.2 MANAGEMENT STRUCTURE & DUTIES

The structure below shows lines of authority and respective areas of responsibility. Along with other aspects of this manual, areas of responsibility and individual nominees are subject to change and these shall be shown in amendments to this manual.



AREAS OF RESPONSIBILITY	INDIVIDUAL NOMINEES
General Manager	M. Millman
Administration	B. Purves
Purchasing & Inventory Control	B. Purves
Quality Control Supervisor	M. Millman
Design	M. Millman / Peter Edmonds Marine Design
Construction & Fabrication	Mark Millman Marine
General Engineering Fitout	Mark Millman Marine
Fitout Internal	Waddingham Interiors -S. Waddingham
Machining	Mansom Engineering - D. Poletti
Hydraulic Engineering	Geraldton Hydraulics - G. Gould
Electrical	Pages Auto Electrical - T. Berrigan
Electronics Connection & Commission	Geraldton Marine Electronics - M. Croft
Air Conditioning Installation	Cramer & Neill - Tony Emit

SECTION TWO: DESCRIPTION OF PROGRAM.

2.1 GENERAL

- The objectives of this manual and the implementation of the procedures described herein shall;
- Demonstrate both recognition of the quality requirements of contracts and an organized approach to satisfy these requirements.
- Ensure that quality requirements are stated by the customer and Q.C. programs are established to satisfy such requirements throughout appropriate phases of contract performance.
- Provide for the early detection of deficiencies which could result in unsatisfactory quality and for timely and effective, corrective action to prevent future recurrence.
- Make available to the quality assurance representative (Q.A.R.) objective evidence that the quality control system is effective.

2.2 ORGANIZATION

The quality assurance engineer (Q.A.E. - see 1.2) shall be completely independent of conflicting functions.

In the absence of the Q.A.E. daily procedures such as inspection of supplies and workmanship shall be the responsibility of the nominated delegate who shall in respect of Q.C., assume the authority of the Q.A.E.

2.3 PLANNING

Prior to the commencement of work, a detailed construction program shall be prepared including the Q.C. aspect, major design, fabrication and supplies, procurement and requirements and will be shown in bar chart form, to a time scale.

Periodic reports to the client will be made against this program. Supervisory staff should be adequately briefed on pertinent contract requirements, and regular production meetings will enable review of these aspects. These meetings will be held as a priority, Monday morning.

Deviations in performance against the master construction program will be highlighted at these meetings.

2.4 WORK INSTRUCTIONS

Written work instructions will be issued by supervisory personnel for all facets of production. Such work instructions (work orders) shall clearly state any special requirements that may be applicable or any special procedures necessary.

Work orders will be maintained on a centrally located board against the names of particular line personnel. Upon inspection of the work performed, work orders will be certified and passed to the store for retention.

At all times the work orders will be issued prior to commencement of specific jobs, and wherever possible ahead of time as an indication of the work flow planned.

Work orders facilitate the inspection process, and serve as a record of work completed.

The Quality Assurance Engineer will, as part of his review, check the adequacy of written work instructions.

2.5 RECORDS

Records shall be maintained so as to demonstrate the effective operation of the quality control system, and shall be made available for inspection by the clients quality assurance representative.

Attached are sample documents which serve as a record of inspection and detail findings and corrective action. Records shall be retained during the construction and warranty period if applicable and where appropriate for a longer period.

2.6 CORRECTIVE ACTION

Corrective action will be taken immediately to minimize disruption to the overall construction process. Such action will be recorded and appropriate action will be taken to prevent recurrence.

A register of "Corrective Action" will be highlighted at weekly production meetings

2.7 DOCUMENTATION

A copy of this manual is held by all personnel who report directly to the General Manager (see 1.2).

Changes to documentation i.e. quality assurance manual procedures or written documents shall be reflected by amendment to the manual.

Changes to documents relative to the production tasks i.e. drawings, specifications etc shall be brought to the attention of relevant personnel.

Confirmation will immediately be made in writing to the client, and where relevant, notice of "Variation to Contract" will be executed.

2.8 INSPECTION EQUIPMENT

All measurement, test equipment, and all production equipment affecting quality shall be calibrated prior to use and certified accordingly.

The basis for calibration or testing shall be documented. Sub contractor used devices shall be similarly inspected for suitability.

2.9 SUPPLIES AND SERVICES

A master record for necessary goods & service procurement will be maintained.

Mandatory data required:

- Preferred supplier
- Contact person (if applicable)
- Description, technical specification
- Quantity required
- Estimated (or quoted)
- Lead time
- Date required
- Special instructions

Orders exceeding \$2,000 in value will be cleared with the General Manager prior to placement.

All goods will be received at the main store and will be inspected by the Q.A.E, or his delegate as soon as practical after receipt.

Goods will be identified by an Accepted/Rejected tag, and set aside in a restricted access area. On no occasion will goods procured be available for issue unless bearing an "accepted" tag. A record of issue will be made immediately.

2.10 MANUFACTURING CONTROL

According to the level of quality control and/or survey to be exercised within a construction project, fabrication personnel will be tested and certified for welding and metal working procedures.

Regular in-house testing will be carried out under the direction of the Q.A.E. to ensure that such standards and skills are applied on a continuous basis. All welding personnel (and new appointees) are issued with a handbook detailing welding techniques. For work to classification societies and similar, uncertified welders will be prohibited from performing any structural work, or any other work as appropriate.

Prior to commencement of construction, working drawings must be completed and approved by the clients representative and/or the survey authority. Detailed construction program and goods & services procurement schedules must be prepared.

Weekly production meetings will measure actual performance against targets and will act to ensure a planned approach to the production process. Issue of work instructions, testing of equipment and supplies, and extensive trials and records shall ensure a quality product.

2.11 NON-CONFORMING GOODS & SERVICES

Goods having been identified as non-conforming shall be the subject of immediate corrective action and will be recorded on a report of non-conformance, detailing action taken.

To minimize the incidence of non conformance the following practices shall be observed:

- Familiarity with specification .
- Work instructions should be explicit and unambiguous.
- Drawings, if applicable, should be utilized .
- Inspection of all facets of the project should be regular and thorough.
- Suppliers of goods & service should be made aware of relevant contract prerequisites, and purchase orders should be explicit.

2.12 INDICATION OF INSPECTION STATUS

"Accepted" and "Rejected" tags shall be affixed to all incoming goods. (see sample attached).

Other reports will be issued and maintained signifying inspection of workmanship, suitability or subcontractor equipment and aids (see sample att.)

2.13 STATISTICAL QUALITY CONTROL

Any statistical procedures that may be employed shall be in form agreed with the client. Procedures and findings will be adequately recorded.

2.14 HANDLING, STORAGE, DELIVERY AND USE

To prevent damage/deterioration of raw materials, consumables & goods to be used, handling should be minimized and by authorized persons only.

Goods shall be stored in an area identifiable with a particular project and access restricted. Periodical inspection will avoid (or detect) deterioration of such goods and equipment. Finished goods should be adequately packaged (where applicable) and the destination clearly marked. The Q.A.E. in conjunction with relevant personnel will ensure that instruction and "as fitted" drawings and spares etc are provided as required by the contract.

2.15 VERIFICATION OF PERFORMANCE

The Quality Assurance Engineer will be responsible for verification of conformance of supplies to the contract specification both during construction and at completion.

Records relating to quality control exercised during the contract shall be retained for an appropriate period.

2.16 FACILITIES AND ASSISTANCE TO CLIENTS

The nature and extent of facilities and assistance to be provided to the clients representative(s) should be clear in the specification and/or contract document.

The Q.A.R. shall protect the confidentiality of all information obtained in pursuance of the quality assurance program.


SECTION THREE: DOCUMENTATION.

- 3.1 DAILY LOG RECORD.
- 3.2 WORK INSTRUCTION (WORK ORDER)
INCOMING SUPPLIES INSPECTION TAGS.
- 3.3 INSPECTION REPORT:
 - GOODS & SERVICES.
 - WORKMANSHIP.
 - PRODUCTION EQUIPMENT.
- 3.4 NON CONFORMANCE REPORT.
- 3.4 TEST & COMMISSIONING REPORT.
- 3.6 PARTS & MATERIALS CONTROL LIST.

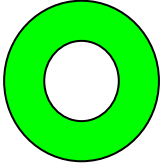
3.1 DAILY LOG

DATE	NARRATION	SIGNED MILLMAN	SIGNED CLIENT

3.2 WORK INSTRUCTION – WORK ORDER.

Mark Millman MARINE	WORK ORDER NO:						
<small>RCN 009 118 794</small> <hr/> <small>WorkShop Lot 139 Foskew Way Narngulu (Geraldton) W.A. 6538 Tel: (08) 9925 3669 FAX: (08) 9925 3085 Email: millman@wm.com.au</small>		DATE:					
JOB NO: _____	HOURS ALLOWED						
_____ _____ _____ _____ _____	<table border="1"><tr><td> </td></tr><tr><td> </td></tr><tr><td> </td></tr><tr><td> </td></tr><tr><td> </td></tr></table>						
TOTAL							
INSPECTED BY:							

3.2 INCOMING SUPPLIES INSPECTION TAGS



MARK MILLMAN MARINE

QUALITY CONTROL

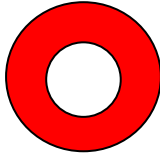
ITEM: _____

ORDER NO: _____

NATURE OF TEST: _____

INITIALS: _____ DATE: _____

ACCEPTED.



MARK MILLMAN MARINE

QUALITY CONTROL

ITEM: _____

ORDER NO: _____

REASON FOR REJECTION: _____

INITIALS: _____ DATE: _____

REJECTED.

INSPECTION REPORT

REPORT NO:

DATE:

JOB NUMBER:

ORDER/DRAWING NO:

ITEMS:

INSPECTED:

TYPE OF INSPECTION

DIMENSIONAL

VISUAL

OPERATIONAL

RE-INSPECT

OTHER

ACCEPT

REJECT

FINDINGS/REASON FOR REJECTION:

COMMENTS:

INSPECTOR

SIGNATURE

DATE

REPORT NO:

NON CONFORMANCE REPORT

JOB NO:

ORDER/DRAWING NO:

ITEMS:

INSPECTED:

TYPE OF INSPECTION:

ACTION TAKEN

INSPECTOR

SIGNATURE

DATE

REPORT NO:

DATE:

TEST & COMMISSIONING REPORT

PROJECT: _____

PLACE OF TEST: _____

ENVIRONMENTAL CONDITIONS: _____

NATURE OF TESTS & RESULTS:

SIGNED: CLIENT OR
SURVEYOR

SIGNED: MARK MILLMAN
MARINE

DATE