



Operations

Purpose and Scope

To determine, plan, manage, review and communicate all operational activities of The Organisation.

Responsibility

The directors, management and supervisors ensure this procedure is implemented and maintained.

Process Flow

The Operations process flow is depicted in the figure below.

Non-Conforming Outputs

Inner West ensures that outputs which does not conform to requirements are identified and controlled. The controls and related responsibilities and authorities for dealing with nonconforming product, after delivery of supplies, during construction or after the provision of services in the warranty period, is a defined and documented procedure.

The Company deals with nonconforming product with one or more of the following methods:

1. Correction.
2. Segregation, containment, return or suspension of provision of products and services.
3. Informing the customer
4. By authorising its use, release or acceptance under concession by a relevant authority, and where applicable, by the customer.

Unexpected Finds

In the event that an unusual/unexpected find (that is a circumstance that has not been identified in the project hazard controls) occurs, the item is to be isolated until the appropriate actions are determined.

The item is to be reported using the Online Hazard/Incident Report, using the QR Code in the Project Documents

Records of the nature of nonconformities and any subsequent actions taken, including concessions obtained, are maintained in accordance with the Procedure Corrective Action & Continual Improvement

Quality Management

Quality Planning	Quality Assurance	Quality Control	Quality Improvement
Quality Policy	Quality Management Plan	Operational Procedures	Corrective Action
Customer Expectations - Sales	Operational Control	Work Method Statements	Lessons Learned
	Work Method Statements		Management Review

Records

- Records are maintained in Project Files
- Records are maintained in accordance with Document & Records Management

