



# QUALITY MANAGEMENT SYSTEM QUALITY MANUAL

## ISO 9001:2008


Certification No AU1852

*EXPRESS  
CONTRACTING  
SERVICES PTY LTD  
TRADING AS*

***GOLDEN  
BROWN  
CLEANING  
SERVICES***

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|  | <h1>Quality Manual</h1> <p>ISO 9001: 2008</p> |
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This Quality Manual Covers the activities and functions performed by operating areas included in the service scope definition: -

**Scope: Domestic, industrial, commercial and medical cleaning service specialists**

**Exclusions:** 7.3 Design and Development

The Quality management system has been designed to meet the requirements of the ISO 9001: 2008 standard.


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## Distribution


Copy Number 1 – General Manager

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## Amendments

All copies of this Quality Manual must be kept under strict control to prevent the system from becoming unreliable. The following Procedures will ensure that the system remains current and valid.

- 1 All copies of the manual will be clearly numbered and the Holder recorded.
- 2 Each page in the manual will carry its own number.
- 3 The Quality Representative will be responsible for all revisions and additions being recorded.
- 4 Changes can be suggested by any Employee but must receive signed approval before being entered into the Manual.
- 5 All changes must be recorded on the Amendments List (QAM04, Page 05) and appropriate pages in each Manual changed. Significant changes will be shaded to make them easy to identify. (Where existing text is reworded or reorganised in the document, these changes will not be shaded.)



# Quality Manual

ISO 9001: 2008

Issue 1


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## Table of Amendments – Quality Manual

| Document Number | Page Number | Issue/ version | Date | Description of Change         | Authorisation |
|-----------------|-------------|----------------|------|-------------------------------|---------------|
|                 | All         | 1              |      | First issue of Quality Manual |               |
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## Company Profile

**Golden Brown Cleaning Services** is one of Melbourne's most respected cleaning service companies. **Golden Brown Cleaning Services** commitment to quality has been the competitive edge of their business since it was established in 1999 as Express Contracting Services Pty Ltd.

It was initially established as a contracting services company where such services included finance, public cleaning services, labor hire, industrial rubbish removal, demolition, landscaping, wholesale services and other value added services in the construction sector.

**Golden Brown Cleaning Services** specialise in residential, commercial, industrial, carpet cleaning, upholstery cleaning, strip & reseal, clean after builder, pressure washing window cleaning, tile & grout cleaning, duct & canopy cleaning, timber sanding & reseal, spring cleaning and more. **Golden Brown Cleaning Services** guarantee results and customer satisfaction through reliability and secure cleaning service that is efficient and effective for the customer.

**Golden Brown Cleaning Services** is committed to leadership in the provision of quality through simplified systems and facilitating project management. Its core services, are not necessarily limited to cleaning, but include safety, security and training. The delivery of **Golden Brown Cleaning Services'** quality is measured through their customers' satisfaction.

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## Quality Policy

The Management of **Golden Brown Cleaning Services** is operating under the control of a quality management system along the lines laid down in ISO9001: 2008 standards.

**Golden Brown Cleaning Services** places particular emphasis on obtaining client satisfaction by:

- Responding promptly and accurately to customer inquiries and orders
- A constant pursuit of quality, value and reliability in the products and services the Company supplies to its customers
- Ensuring that its management and staff are fully trained to meet the requirements of the business and its customers
- Constantly striving to meet and where possible exceed its customer's expectations
- Working closely with its customers and suppliers in seeking to establish the highest quality standards
- Adopting a forward-looking view on future business decisions which may have an impact on quality
- Training all members of staff in the needs and responsibilities of quality management

To meet the specified requirement of the customer, **Golden Brown Cleaning Services** applies a quality management system in conjunction with other management controls; this is described in the Quality and Procedure Manuals.

Responsibility for upholding this policy is Company-wide under the guidance and with the assistance of senior management who encourage the personal commitment of all staff to address quality as part of their skill base.


It is **Golden Brown Cleaning Services** policy to seek to operate to these standards continuously and to implement and operate fully the ISO9001: 2008 standard through registration and annual review.

The Company complies with all applicable legislation relevant to its industry including all health and safety regulations.

Signed:  
Date:

General Manager



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## Organisation



The following are appointed as Quality Representative and Quality Auditors:


### QUALITY REPRESENTATIVE

**Name** Amir Amini \_\_\_\_\_ (signature)

### QUALITY AUDITORS

**Name** Amir Amini \_\_\_\_\_ (signature)

**Name** \_\_\_\_\_ (signature)

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## QMS Requirements

### 4 QUALITY MANAGEMENT SYSTEM – Clause 4

#### 4.1 General

**Golden Brown Cleaning Services** (the organisation), through the offices of the General Manager is committed to maintaining an effective Quality Management System (QMS) to satisfy the requirements of the ISO 9001:2008 Standard, for the activities of the organisation carried out at their site. This will be achieved by regular inspections, audits and reviews of the work processes and procedures, with corrective and preventive actions being implemented where necessary.


Work and administration processes will be carried out against established procedures to ensure consistent achievement of quality for both products and service in compliance with the ISO standard. No changes/deviations are allowed to these procedures unless they have been reviewed and authorised by the Managing Director to ensure that quality and compliance with the ISO standard are maintained at all times.

Resources (staff, materials, machine time and test equipment etc.) will be provided along with clear instructions, to ensure that customer orders are met on time and that they consistently meet the required product quality criteria/specifications.

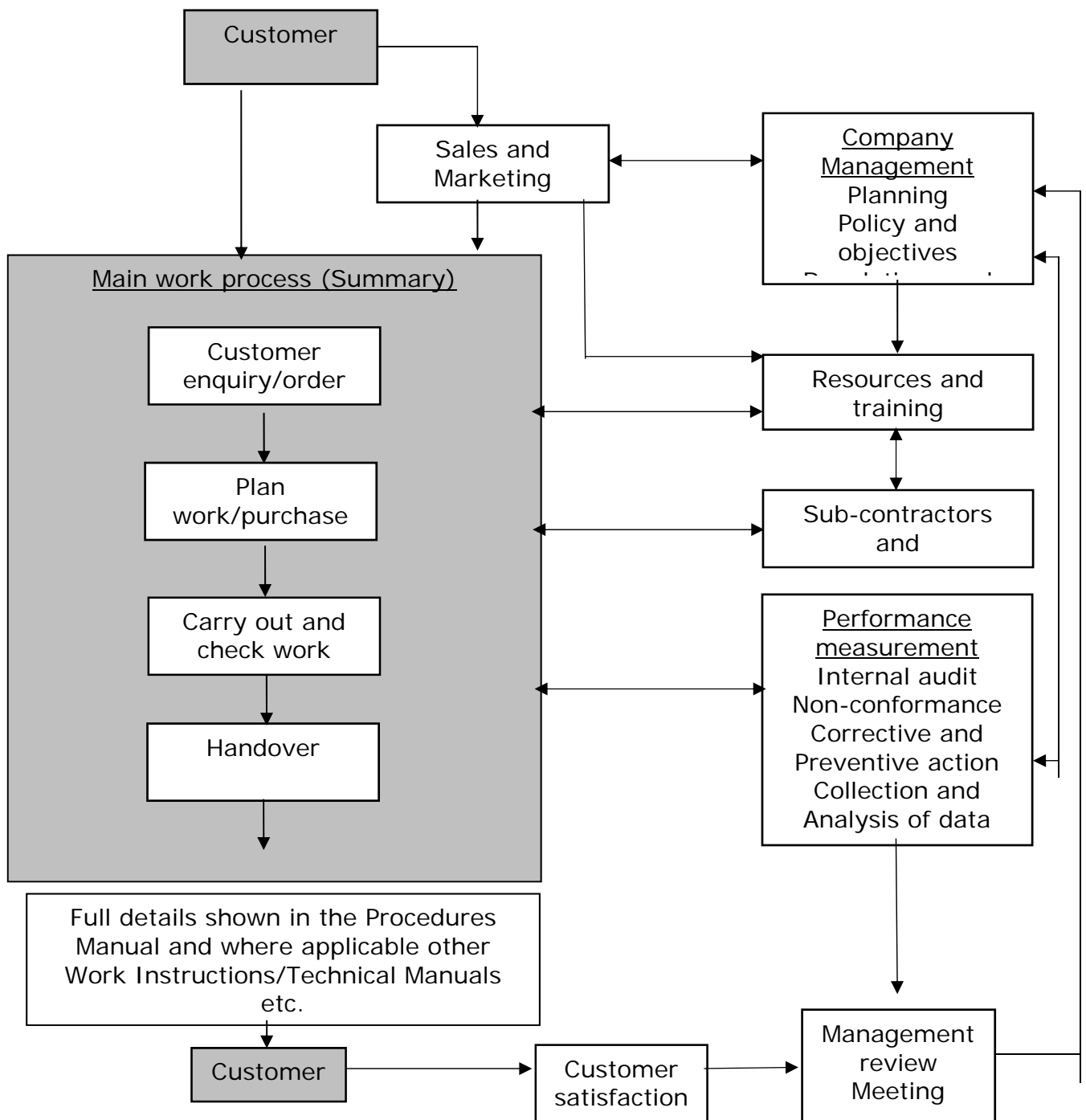
Where applicable, changes will be determined and made to the work processes to improve the product quality and delivery times, with the aim of increasing customer satisfaction. Changes will also include improvements to the organisation's internal administration procedures to enhance order tracking from start to finish, purchases of materials and/or services, which will be controlled and the ability to answer customer queries. All such changes to the QMS will be made through ongoing checking (monitoring, measuring and analysis) and review of the work processes to identify potential areas of realistic and achievable improvement and the necessary actions required to make such changes. (Refer also to Clause 8 – Measurement, analysis and improvement.)


The Quality Management System has been developed using a process approach, further details are shown in the appropriate procedure in the Procedures Manual.

Wherever possible, Quality controls have been integrated into existing systems (environment, health and safety) and cross-referenced for ease of interpretation.

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## Clause 4.1 Process Diagram



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## 4.2 Documentation

### 4.2.1 General

**Golden Brown Cleaning Services** has written its quality policy and procedures, as appropriate to its size, type and complexity. These are included in the quality manual and the procedures manual, which identify all documents and records required to maintain effective QMS control. The quality and procedures manual are made available to all employees.

### 4.2.2 Quality Manual

**Golden Brown Cleaning Services** has prepared and maintains a controlled quality manual that defines the scope of its activities, which is supported by referenced documented procedures and descriptions on how the procedures operate.


### 4.2.3 Control of Documents

A documented procedure ensures that all relevant quality documentation is controlled, whereby no changes can be made to the quality manual, procedures manual, the internal quality manual forms and records and necessary external documents and records, without the authorisation of the General Manager. This 'control' ensures that all changes stay within the requirements of the ISO 9001 standard and that they are adequate for meeting and improving the work (administration and production) processes.

The status of the 'quality' documents is identified by a title, reference number, issue number and issue date, ensuring that any changed documents can be easily identified. All such documents are legible, retrievable and located, where required, within the organisation. Obsolete documents are clearly identified and removed from circulation to prevent unintended use. Where necessary relevant documents and records originating from outside the organisation are identified and their distribution is controlled to ensure that they are made available to those who need them in order to carry out their duties. All such external documents and records are filed and retained, as necessary to maintain an effective QMS control.

### 4.2.4 Control of Records

Procedures are in place to ensure that records will be legible, identifiable and retrievable and state the control of issue, storage, protection, retention time and disposal of all necessary quality records.

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A table showing the documentation relating to each clause of the standard is shown at the end of this Quality Manual. (Appendix 1)

## 5 MANAGEMENT RESPONSIBILITY – Clause 5

### 5.1 Management Commitment

The General Manager of **Golden Brown Cleaning Services** ensures that all employees are made aware of the need to meet customer and regulatory requirements and that all the necessary resources are made available to meet these requirements. The quality policy and objectives are reviewed and maintained by the General Manager carrying out regular management reviews and making changes where they are required.

### 5.2 Customer Focus

The General Manager of **Golden Brown Cleaning Services** ensures that customer requirements are determined and are met with the aim of enhancing customer satisfaction in regards to product quality, criteria/specifications, quantities required and actual delivery dates. Due consideration is given to service, regulatory and legal requirements at the time of making such commitments to the customer.


### 5.3 Quality Policy

**Golden Brown Cleaning Services** is committed through its quality policy to meet customer requirements, to continually improve its product/services quality and to maintain the QMS within the requirements of the ISO 9001 standard at all times. Quality objectives established to meet the quality policy are continually reviewed to ensure that they are suitable for meeting the quality policy and are communicated, as appropriate, throughout the organisation.

### 5.4 Planning

#### 5.4.1 Quality Objectives

**Golden Brown Cleaning Services** has established measurable quality objectives, which form an integral part in achieving and applying the quality policy. All personnel at all levels within the organisation, who carry out production and/or administration duties to meet both the customer's orders and compliance with the QMS requirements, are issued with clear instructions as regards meeting these quality objectives.

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#### 5.4.2 Quality Management System Planning

Adequate resources are made available, and output is planned in a controlled manner, to achieve the quality objectives and to meet requirements of the QMS, its processes and the need for continual improvement to the QMS.

### 5.5 Responsibility, authority and communication

#### 5.5.1 Responsibility and Authority

The General Manager ensures that all staff is aware of their responsibilities, their levels of authority and their interrelations with other members of staff and that all of these are clearly defined and communicated within the organisation.

#### 5.5.2 Management Representative

The General Manager has appointed from within the organisation a representative, who has the authority and responsibility to ensure that the QMS is established, maintained and improved in a controlled manner. This Quality Management System Representative will report on the performance of the system and will ensure that all staff understands the significance and the importance of meeting customer requirements and complying with the QMS requirements.


#### 5.5.3 Internal Communication

The General Manager will establish effective communication between all levels of staff and their various departments to ensure that they are made aware of the effectiveness of the QMS processes.

### 5.6 Management Review

#### 5.6.1 General

The complete quality management system (QMS) is reviewed at planned intervals to ensure its continuing suitability, adequacy and effectiveness. The review process will identify where changes can be made to make realistic and effective improvements to both the QMS and the quality objectives to enhance customer satisfaction.

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### 5.6.2 Review Input

The management review covers: -

- a) The evaluation of current process and service performance against quality objectives
- b) The results of internal and external audits
- c) Improvement opportunities
- d) Customer feedback
- e) Changes that could affect product or service quality
- f) Follow up actions from previous meetings

### 5.6.3 Review Output

From the management review, various decisions and actions will be identified, along with those responsible to complete the actions and target dates for completion, which will cover: -

- a) Corrective and preventive actions for non-compliances
- b) Improving the QMS and process efficiencies
- c) Improving the product/service to enhance/improve customer satisfaction
- d) Resources needed to support the aforementioned improvements.

## 6 RESOURCE MANAGEMENT – Clause 6


### 6.1 Provision of Resources

**Golden Brown Cleaning Services** has ensured that the necessary resources needed to implement and improve the Quality Management System (QMS) and to address customer satisfaction are made available, in the form of adequately trained staff, equipment, materials and facilities and supporting infrastructure.

### 6.2 Human Resources

#### 6.2.1 General

The General Manager ensures that all staff, which is assigned responsibilities affecting product conformity, are adequately trained, experienced and qualified to effectively carry out their production and/or administration duties and to achieve their quality objectives.

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## 6.2.2 Competence, Training and Awareness

The training needs required by all staff to achieve and maintain their QMS responsibilities and their quality objectives are identified and provided through appropriate training providers. Performance is evaluated to ensure that necessary competences have been achieved and appropriate training records are maintained.

## 6.3 Facilities/Infrastructure

**Golden Brown Cleaning Services** shall determine, provide and maintain suitably equipped workplaces with appropriate production equipment, storage, materials handling, administration facilities, hardware, software and all necessary information/supporting services as applicable.

## 6.4 Work Environment

**Golden Brown Cleaning Services** shall determine and manage the working environment needed to achieve conformity to product requirements. This must be in compliance with all applicable legislation.

# 7 PRODUCT REALISATION – Clause 7

## 7.1 Planning of Product Realisation

The processes for the **Golden Brown Cleaning Services'** products/services are planned and documented as defined in the QMS. In planning product realisation the following are considered and identified: -


- a) Quality objectives
- b) Resources required, including any special resources for specific products
- c) Processes and associated documentation such as drawings and instructions
- d) Verification/validation needs – specified test criteria, measurement, frequency of testing, test records, test equipment, calibration of test equipment etc.
- e) Document records to demonstrate that quality criteria have been achieved and maintained throughout the production process

## 7.2 Customer Related Processes

### 7.2.1 Determination of Requirements Related to the Product

The needs of the customer in respect of product/service quantity, quality, delivery and post-delivery activities are considered against the order requirements. Post-



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delivery activities include warranties, maintenance agreements and contractual obligations.

Where the product/service intended use entails compliance with applicable regulatory and legal requirements, which are not specified by the customer, then these are determined and implemented, where known.

#### 7.2.2 Review of Requirements Related to the Product

**Golden Brown Cleaning Services** reviews its customer's requirements and determines any additional requirements for each contract or order. Where no customer requirements are documented, then details are confirmed and documented before acceptance of the order.

Any changes to contracts or quotations are resolved and documented before proceeding and any changes requested by either party during the process stage will also be documented and agreed. The company's ability to meet the customer order requirements is confirmed before acceptance of the order or any requested changes thereafter.

#### 7.2.3 Customer Communication

Effective communication is established with the customer in respect of: -

- a) Product/service information,
- b) Enquiries, order changes or amendments
- c) Customer feedback on order progress, including customer complaints

### 7.3 Design and development

This Clause is excluded from the scope of the Company's operations.


### 7.4 Purchasing

#### 7.4.1 Purchasing Process

**Golden Brown Cleaning Services** controls its purchasing function to ensure that the purchased product conforms to requirement. Suppliers are selected against defined criteria and are subject to planned review and evaluation.

#### 7.4.2 Purchasing Information

The results of purchasing documents are reviewed before release for the adequacy of information on product, procedures, processes, equipment and personnel.

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### 7.4.3 Verification of Purchased Product

**Golden Brown Cleaning Services** verifies its purchased products and where verification takes place at the supplier's premises, details of the arrangements and the method of release are specified.

## 7.5 Product and Service provision

### 7.5.1 Control of Production and Service Provision

Products and services are controlled through use of: -

- a) Clear product and service specifications
- b) Suitable equipment, which is properly maintained
- c) Clearly defined product release, delivery and post-delivery processes

### 7.5.2 Validation of Processes for Production and Service Provision

Where validation of the product or service cannot be ensured during the process by measuring and monitoring, then control is exercised by specified qualification of the process, equipment and personnel, through defined methods, procedures, records and re-validation, where deficiencies are identified as a consequence of the product being used.

### 7.5.3 Identification and Traceability


Where traceability is required, the unique identification of the product or service is controlled and records maintained, throughout the product realisation process.

### 7.5.4 Customer Property

Where customer property and/or personal data is provided to the organisation for inclusion in the product or service, then it is identified, verified, maintained and protected with details of adverse condition reported to the customer.

### 7.5.5 Preservation of Product

To preserve conformance of product with customer requirements during internal processing and delivery to the intended destination the organisation has developed and maintains procedures.

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## 7.6 Control of measuring and monitoring equipment

Measuring and monitoring equipment and software are identified throughout the company where quality is affected and the equipment used is controlled to appropriate standards for consistency. The devices are protected against random adjustments, damage and deterioration and the results of calibrations are recorded.

## 8 MEASUREMENT, ANALYSIS AND IMPROVEMENT – Clause 8

### 8.1 General

**Golden Brown Cleaning Services** plans and implements the necessary processes for monitoring, measurement, analysis and improvement processes needed to: -

- a) Demonstrate product conformity
- b) Sustain QMS conformity
- c) Continually improve the effectiveness of the QMS

### 8.2 Measurement and Monitoring


#### 8.2.1 Customer Satisfaction

Clear methods have been established, as part of the measurement of QMS performance, to audit customer satisfaction and identify any failures to meet organisation standards.

Measuring and monitoring may involve the use of customer surveys to ascertain their perception of the product, data on delivered products, customer compliments, complaints or other comments/feedback.

#### 8.2.2 Internal Audits

Suitably trained and impartial personnel conduct periodic independent internal audits on a planned basis. All aspects of internal audits are recorded, reviewed and timely corrective action is taken, where necessary, to ensure that the QMS conforms to both the requirements of ISO 9001 2008 and **Golden Brown Cleaning Services** established QMS requirements and that it is being effectively implemented and maintained.

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### 8.2.3 Monitoring and Measurement of Processes

Processes affecting customer requirements are periodically monitored and, where necessary, measured to ensure that the intended purpose is being met. Selected methods are used to verify the ability of the processes to attain planned results and for the instigation of corrective and preventive actions as necessary.

The frequency, extent and type of measuring and monitoring processes is established and applied according to the impact, which the product has on the QMS.

### 8.2.4 Measuring and Monitoring of the Product

The characteristics of the products are monitored and measured by the organisation throughout the process, by authorised personnel who to ensure that the finished products or service meets specifications and that their release is both controlled and that appropriate records are maintained.


## 8.3 Control of non-conformity

Documented procedures are in place to identify and isolate non-conforming products or services, where this is practicable. Before the corrected or accepted non-conforming product is returned to the process it is re-checked. In the event of non-conforming product or service reaching the customer, appropriate corrective action is taken to advise the customer and negotiate the return and/or replacement of the product or service as necessary. The details of the non-conformities, subsequent corrective and preventive actions taken and any concessions taken internally or with the customer are recorded and maintained.

## 8.4 Analysis of data

Data referring to service quality problems is collected and analysed. Where identified changes to the QMS offer improvements, then these changes are introduced and monitored to verify the improvements. Areas for attention are: -

- a) Customer complaints
- b) Meeting the customer's needs
- c) Product and service characteristics
- d) Supplier performance

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## 8.5 Improvement

### 8.5.1 Continual Improvement

The QMS is managed in a manner to offer continual improvement having regard to statements in its quality policy, quality objectives, audit results, data analysis, corrective and preventive action and management review.

### 8.5.2 Corrective Action

A documented procedure is established to identify appropriate actions for the identification of the causes of the non-conformities, to enable rectification of the problem(s) and to prevent their recurrence. The results of such actions are evaluated, implemented, recorded and reviewed for effectiveness.

### 8.5.3 Preventive Action

A documented procedure is established to identify preventive actions to avoid the causes of potential non-conformities and prevent their occurrence. The results of such actions are evaluated, implemented, recorded and reviewed for effectiveness.



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## Appendix 1 Comparison between ISO 9001: 2008 requirements and the company Quality Management System

| Clause No | Requirement                                          | Quality System Document                   |
|-----------|------------------------------------------------------|-------------------------------------------|
| 4.1       | QMS General requirements                             | Quality Manual                            |
| 4.2.1     | Documentation requirements general                   |                                           |
| 4.2.2     | Quality manual                                       |                                           |
| 4.2.3     | Control of documents                                 | Procedure PRM00 & PRM01                   |
| 4.2.4     | Control of records                                   |                                           |
| 5.1       | Management commitment                                | Quality Manual                            |
| 5.2       | Customer focus                                       | Quality Manual, Procedure PRM09           |
| 5.3       | Quality policy                                       | Quality Manual                            |
| 5.4.1     | Planning quality objectives                          |                                           |
| 5.4.2     | Management system planning                           |                                           |
| 5.5.1     | Responsibility and authority                         |                                           |
| 5.5.2     | Management representative                            |                                           |
| 5.5.3     | Internal communication                               |                                           |
| 5.6.1     | Management review. General                           | Procedure PRM02                           |
| 5.6.2     | Management review. Review input                      |                                           |
| 5.6.3     | Management review. Review output                     |                                           |
| 6.1       | Provision of resources                               | Procedure PRM03                           |
| 6.2.1     | Human resources. General                             |                                           |
| 6.2.2     | Competence, training and awareness.                  |                                           |
| 6.3       | Infrastructure                                       |                                           |
| 6.4       | Work environment                                     |                                           |
| 7.1       | Planning of product realisation                      | Procedure PRM04 & PRM05                   |
| 7.2.1     | Determination of requirements related to the product | Procedure PRM04                           |
| 7.2.2     | Review of requirements related to the product        |                                           |
| 7.2.3     | Customer communication                               |                                           |
| 7.3.1     | Design and development planning                      | Excluded from this QMS<br>Procedure PRM12 |
| 7.3.2     | Design and development inputs                        |                                           |
| 7.3.3     | Design and development outputs                       |                                           |



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| Clause No | Requirement                                                  | Quality System Document |
|-----------|--------------------------------------------------------------|-------------------------|
| 7.3.4     | Design and development review                                |                         |
| 7.3.5     | Design and development verification                          |                         |
| 7.3.6     | Design and development validation                            |                         |
| 7.3.7     | Control of design and development changes                    |                         |
| 7.4.1     | Purchasing process                                           | Procedure PRM06         |
| 7.4.2     | Purchasing information                                       |                         |
| 7.4.3     | Verification of purchased product                            |                         |
| 7.5.1     | Control of production and service provision                  | Procedure PRM05         |
| 7.5.2     | Validation of processes for production and service provision |                         |
| 7.5.3     | Identification and traceability                              |                         |
| 7.5.4     | Customer property                                            |                         |
| 7.5.5     | Preservation of product                                      |                         |
| 7.6       | Control of measuring and monitoring equipment                | Procedure PRM07         |
| 8.1       | Measurement, analysis and improvement. General               | Procedure PRM09         |
| 8.2.1     | Customer satisfaction                                        | Procedure PRM11         |
| 8.2.2     | Internal audit                                               | Procedure PRM08         |
| 8.2.3     | Monitoring and measurement of processes                      | Procedure PRM11         |
| 8.2.4     | Monitoring and measurement of product                        | Procedure PRM05         |
| 8.3       | Control of non-conforming product                            | Procedure PRM09         |
| 8.4       | Analysis of data                                             | Procedure PRM11         |
| 8.5.1     | Continual improvement                                        |                         |
| 8.5.2     | Corrective action                                            | Procedure PRM10         |
| 8.5.3     | Preventive action                                            |                         |