



# Quality Manual



Certified Quality  
Management System

## Introduction

Protech-Power was formed by three partners on 16 November 1996. The Business has developed well and is expanding successfully.

Protech-Power has two service branches based in Brisbane and Townsville and is looking for more growth opportunities nationally.

The Business has grown substantially since its establishment and has successfully resourced and completed a substantial number of Mechanical, Electrical and Technical Contracts and Projects.

Currently the business employs a number of specialist Electrical Engineers and Technicians with broad experience covering the following:

- ▶ Power Generation / Generators
- ▶ Substations
- ▶ Transmission
- ▶ Transformers
- ▶ Protection
- ▶ Overhead power lines
- ▶ Power System Engineering studies
- ▶ Project Management of large Electrical installations
- ▶ Electrical design of various electrical systems



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## Quality Policy

Protech Power strives to conduct its business with a total commitment to our Customers and their requirements. We define quality as conformance to our Customer's needs, both internal and external and conformance to all quality requirements.

Protech-Power will achieve sustained, profitable growth by providing services which consistently satisfy the needs and expectations of our customers. We will maintain their full confidence in Protech-Power as a top service provider and supplier of effective solutions.

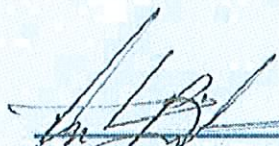
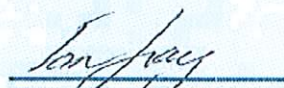
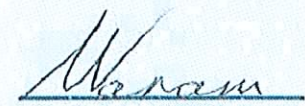
We will maintain an effective Quality Assurance Management System complying with the ISO 9001:2008 standard.

Achievement of this policy involves all staff, who are individually responsible for the quality of their work, resulting in a continually improving working environment for all.

Protech Power shall communicate this Quality Policy, which shall be continuously reviewed for its suitability and the Quality Objectives throughout the organisation so that employees at all levels can understand and fulfil the commitments made in it.

We will achieve this by:

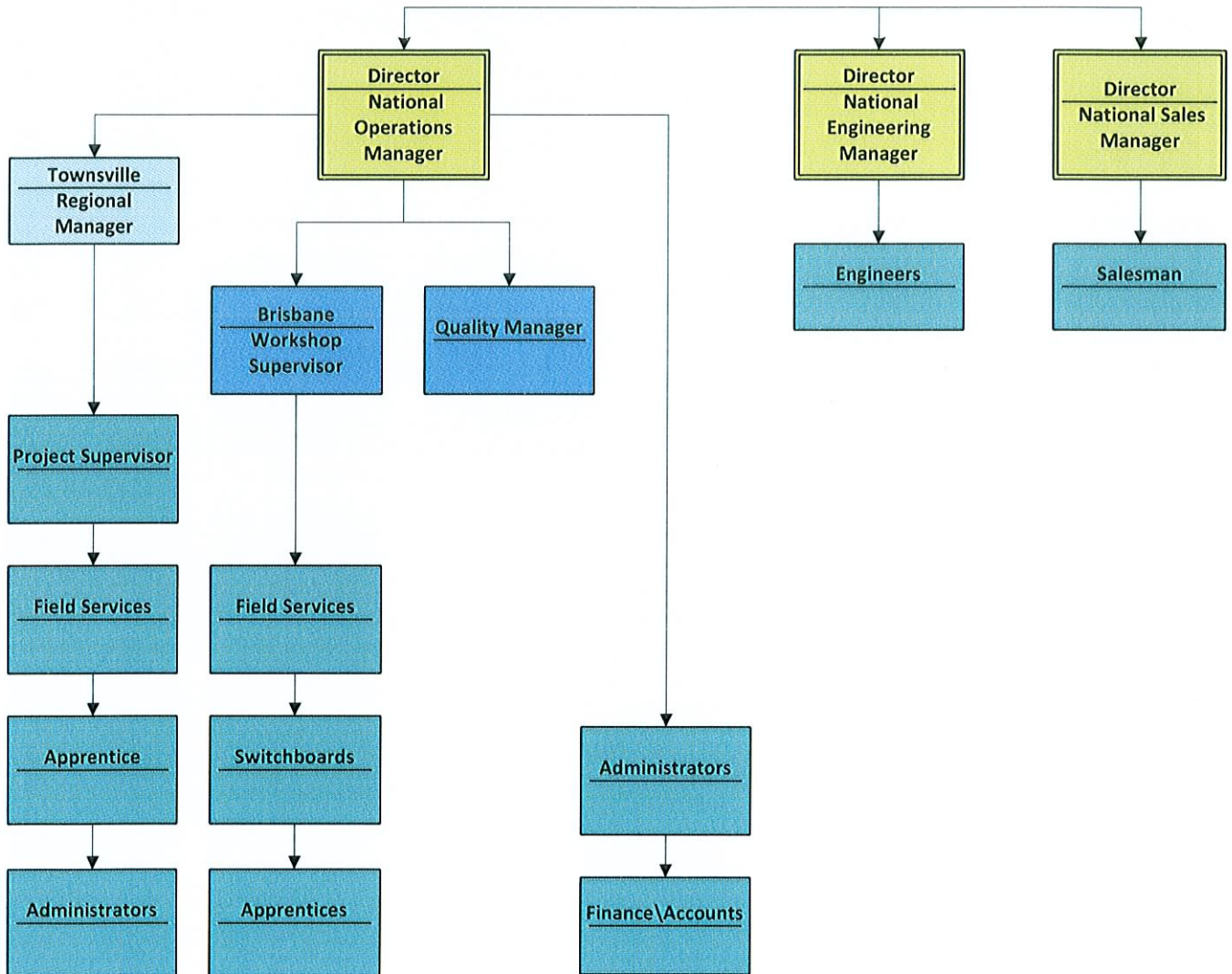
- Continuously Focusing on our key markets
- Maintaining a customer satisfaction rate of at least 97%
- Reduce warranty costs by 10% per year
- Reduce our Rework costs by 5% per year
- Continuously improve product quality and process efficiency
- Continually reviewing our Quality Management System to identify opportunities for improvement

  
Rick Brinckman  
Director  
Ian Gray  
Director  
Jeff Varnam  
Director

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## Protech Power Organisational Chart

### Brisbane & Townsville



### Authority & Responsibility

All staff has been given the necessary authority to perform their allocated responsibilities.

It is the responsibility of all management and staff to identify non compliances or opportunities for improvement and record them using the corrective & Preventive action process that the identified non compliance can be resolved and future occurrences prevented

The Company Directors continually review the company's resources to ensure that adequate staff, equipment and materials are available to meet customer requirements.

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## Quality Management System

Our Quality Assurance Management System applies to all activities of the Company, and has been developed in accordance with the ISO 9001:2000 standard.

The Quality Management System is fully documented and structured in 3 levels: -



### *Level 1: Quality Manual*

This document details the corporate quality policy and structure of the Company and references appropriate Operating Procedures.

### *Level 2: Operating Procedures*

These documents describe the actual process, and controls applied, to all activities concerned with the attainment of a quality assured contracting service.

### *Level 3: Forms and Checklists*

These documents are the records collected from the actual activities performed as outlined in the Operating Procedures.

All Quality Management System documentation is published on the company network. These documents are considered 'Controlled Documents'

Any document or form that is not on the Quality Management Intranet page is considered to be an 'Uncontrolled Document'

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## Documented Procedures

Protech Power has a fully document Quality Management system as required by the AS/NZS ISO9001:2008 Standard, Uncontrolled copies of the Quality Manual and other Quality documentation is available to Protech Power customers.

## Documented Procedures Required by the ISO9001:2008 Standard

4.2.3 Control of Documents

4.2.4 Control of Records & Records Register

8.2.2 Internal Audit

8.3 Control of Non Conforming Product

8.5.2 Corrective Action & 8.5.3 Preventive Action

## Other Procedures

7.4 Purchasing

7.6 Control of Measuring Devices – Test Equipment

7.3 Design & Development