

## Quality Management Systems

Smith Brothers Group has held continuous DPTI prequalification status since 1997, and we comply with the stringent requirements for Quality, WHS, Financial, Performance Review; Continuous Improvement & Environment.

Our Quality Management System includes policies, manuals, forms and fully detailed procedures which include the processes of

- Purchasing
- Contract review
- Document control
- Process control
- Inspection and testing
- Non conformance
- Quality records
- Training
- Goals & Measurement
- Client Performance Reviews

All positions have job descriptions and procedure manuals ensure correct methods are consistently communicated. Our Quality Management System specifically states procedures, persons responsible, and expected outcomes. Key performance indicators (KPI's) allow self-assessment. Our Quality Management System external audit is undertaken annually and internal audits are scheduled every twelve weeks. Specific goals and measurement encourages continuous improvement and highlight areas for attention.

### QHSEC Business Mate

Online system is designed specifically for the plumbing & pipeline industry & is an innovative approach to the management of data, delivering KPIs, traceability of actions to deliver compliance with regulations and standards. It includes the following:

### Work Health and Safety

- Online reporting of Incidents and management of associated injuries
- Identifies and manages Hazards
- Safe Operating Procedures, Safety Data Sheets & Policies available to all who need them, no matter where they are
- Tracks Employee and Subcontractor training, inductions, licenses, certifications, warnings
- Identifies and manages non-conformity and opportunities for improvement

### Risk Management

- Proactively identifies the tasks to prevent risks & ensures recorded incidents are reviewed and finalised by designated personnel.
- Assesses and prioritises all hazards to manage any potential safety or environmental risks.
- Risk assessments instantly graphed to demonstrate both the "initial" risk and "residual" risk, taking into consideration all current and proposed control measures.
- The Hazard Register provides the basis for management of risks to safety across the whole organisation.

### Quality Control

- Control of all quality documentation and management of continuous improvement.
- Corrective action process means that non-compliance reports and opportunities for improvement are dealt with speedily and the process tracked for reporting purposes.
- The instant messaging email function quickly decreases the corrective action resolution time while giving accountability and ensuring the cycle is promptly completed.
- Real-time Graphing and Key Performance Indicators allow Management and key users to analyse the improvements and corrective actions instantly, reducing administration and highlighting trends.

### Environmental

- Assesses the environmental impact of products and processes.
- Recording of any environmental incidents and scheduling actions for remediation.
- Ability to demonstrate compliance to legislation and standards
- Ensure that all relevant documentation is easily accessible to aid in assessing environmental requirements and obligations.
- Management of permits, licenses and other for easy access and review.
- Monitoring and assessment of Community risks and social impact



# Certificate of Prequalification

## Smith Brothers Plumbing

386 South Road,  
RICHMOND, SA. 5031  
ABN: 99101474542

Has demonstrated the following OHS capability:

Prequalification	Date Achieved
Category 1 Assessment	10/12/2013

Has had the following Insurances verified by Cm3 Staff:

Insurance	Reference	Policy Limit	Commenced	Expires
Public Liability Insurance		\$20,000,000.00	15/11/2013	15/11/2014
Workers Compensation - SA			01/08/2013	31/07/2017

Cm3 prequalification is provided based on the activity information supplied by Smith Brothers Plumbing in the Cm3 Activity Classification.

### Cm3 Prequalification Number

**009487**

Cm3 Registration Expires 26/09/2014

Tricia Moritz,  
Cm3 Manager





## CERTIFICATE OF COMPLIANCE

SF Management Group Pty Ltd  
Trading As

# Smith Brothers Plumbing

386 South Road, Richmond SA 5033 Australia

complies with the requirements of

### Department of Planning, Transport and Infrastructure Building Management Services Quality Assurance Guideline

(Compliant to AS/NZS ISO9001:2008)

for the following capability:

This registration covers the Quality Management System for the supply, installation and commissioning of commercial plumbing, civil and associated works for commercial and industrial building projects.

Registered by:

Quality Control Services (Environmental) Pty Ltd  
ABN 85 102 935 195  
South Australia, Australia

Subject to Terms and Conditions for Certification.

This certificate remains the property of QCS(E) Pty Ltd and must be returned upon request.

Date of Assessment: November 2013

Valid to: November 2014

Auditor: Neil Adams

Certificate: DPTI03

*CASTONE*

Cheryl Stone  
Certification Manager



Accredited Certification Body

Quality Control Services



Smith Brothers  
Plumbing



Trades Express SA  
• ALL TRADES • ALL SERVICES

Pipeline  
TECHNOLOGY SERVICES



SMITH SERVICES  
SPECIALISED



Government of South Australia  
Department of Planning,  
Transport and Infrastructure

## Certificate of Registration

Certificate Number  
**2012T0177**

*This is to certify that  
prequalification has been granted in accordance  
with the requirements prescribed*

**SF MANAGEMENT GROUP PTY LTD TA SMITH BROTHERS  
GROUP**

*Trade Contractor*

*For details of registration refer to the schedule.*

*Date of registration: 1 February 2013*

*Valid until: 31 January 2015*

Signed .....  
**Sally Katianos**  
Registrar



**Quality Management Systems (continued)  
DPTI Prequalification Schedule**



**Government of South Australia**  
Department of Planning,  
Transport and Infrastructure

**CONTRACTOR PREQUALIFICATION REGISTRATION  
SCHEDULE**

**Applicant:** SF Management Group Pty Ltd ta Smith Brothers Group

**Certificate No.:** 2012T0177

Registration for prequalification as a contractor for building and construction work has been granted as follows and in accordance with the enclosed certificate:

CONTRACTOR TYPE APPROVED	CATEGORIES
Trade Contractor Plumbing	1,2,3,4,4M

**Date of Registration:** 1 February 2013

**Valid until:** 31 January 2015