

Operations

Purpose and Scope

To determine, plan, manage, review and communicate all operational activities of Ages Build.

Responsibility

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

Procedure

Process Flow

The Operations process flow is depicted in Figure 1

Where required, Design is conducted in accordance with the Procedure Design Management

Individual processes are detailed in the Standard Operating Procedures

Job Completion - Release of Product

The Company, through the Quality Manager monitors and measures the characteristics of the product to verify that product requirements have been met. This is carried out at appropriate stages of the product realization process in accordance with planned arrangements.

Evidence of conformity with the acceptance criteria is maintained. Records indicate the persons authorising release of product for handover to the customer. The release of product and delivery of service to the customer shall not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, where applicable, by the customer.

On particular Client projects, applicable documentation includes:

- Inspection and Test Plans developed for the Project by Ages Build, and associated checklists.
- Inspection and Test Plans supplied by Client, and associated checklists.
- Design & Development Checklists.
- Site inspection documents by the Client Coordinators

Site Documents are managed using the [Procore](#) software package.

Variance, Observations, Non-Conformance

- a) If at any stage, any variance, observation or non-conformance to contract, environment, safety or satisfaction, the Project Manager is contacted.
- b) Upon receipt of such a call, the Director or Manager will instruct what controls or remedial actions are to take place.
- c) As required, the situation will be escalated and managed via the Corrective Action & Continual Improvement Procedure.

Inspection & Test Plans

On a construction project the process is likely to be a construction operation, element of work or trade section. An Inspection & Test Plan identifies the items of materials and work to be inspected or tested, by whom and at what stage or frequency, as well as 'hold' or 'witness' points, references to relevant standards and the records to be maintained. Inspection and Test Plans verify or otherwise that work has been undertaken to the required standard and that records are available to support the same.



Definitions

- **Inspection and Test Plan (ITP)** - The document that lists inspections and tests to be carried out for a specific trade, work section or operation.
- **Hold Point (P)** - A 'hold' point is mandatory. It defines a point beyond which work may not proceed without the inspection or test being verified by another party. This 'other party' may be the Client/Supervisor, Quality Manager or Company Site Supervisor.
- **Witness Point (W)** - A 'Witness' point provides another party with the opportunity to verify the inspection or test, at their option.
- **Surveillance (S)** - Intermittent monitoring of any stage of the work in progress (whether by the Company or Client).
- **Self-Inspection (X)** - Where the person performing the work verifies the quality progressively - often with the aid of checklists.
- **Work Area** - A discrete section of the total work, usually defined by location, which for any trade or activity will be completed before moving onto another area.
- **Client** - The Client is our customer. i.e. The Public Works Site Superintendent, Architect, Head Contractor, Client or end user of the project.

The ITP is prepared as part of the project plan/schedule. ITP's required for sub-trades co-ordinated by our company should be prepared by that sub-contractor and approved prior to final approval by the client/supervisor, and where required, the appropriate Regulatory Authority.

Where appropriate, ITPs may be managed using Procore Action Plans.

ITP Preparation

- Read the contract documents, specifications & drawings. List discrepancies, ambiguities, missing information or unachievable standards. Read & understand Customer supplied ITP's.
- Contact Client/Superintendent & resolve above issues.
- Examine the scope of works and prepare separate ITP's for each trade &/or work area.
- Review contract documents again and pin point issues critical to the finished work. Ask the question "What will be the consequences if I don't make sure that I get this right?"
- Prepare the ITP.
- Discuss the ITP schedule with the Client/Superintendent, Site Supervisor & Subcontractors to obtain their input. This is to identify those issues that have caused problems (and unnecessary cost) in the past and will now be avoided.
- Prepare the Checklists.
- Approve and issue the draft ITP's to the Client/Superintendent prior to commencing work.
- Incorporate agreed Client/Superintendent amendments & issue the final edition.
- Issue copies to sub-contractors and divide the work area into required separable portions. Indicate the work areas on a marked up plan and issue copies according to location.
- The Quality Manager is to train novice Site Supervisors and Sub-Contractors in the use of ITP's. Agree a formal procedure for notification of Witness and Hold points to the appropriate person.
- Carry out inspections and tests in accordance with the approved plans, provide notices to Client/Superintendent &/or Regulatory Authorities where hold or witness points are designated and record results on checklists.

Non Conforming Outputs

Agas Build Pty Limited ensures that outputs which does not conform to requirements is identified and controlled to prevent its unintended use or delivery. 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:

- a. correction;
- b. segregation, containment, return or suspension of provision of products and services.
- c. Informing the customer
- d. by authorising its use, release or acceptance under concession by a relevant authority, and where applicable, by the customer;

Inspection & Test Plans, as well as other construction related activities, may be managed using Procore Action Plans, if appropriate.

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**

In particular, on specific Client works, we address nonconformities and variations to plans, nonconformities found at construction stage during field testing or inspections/audits by Client inspectors, and the actions to be taken should nonconformities be detected following 'takeover' by the Client. The process for the Control of Non Conforming Outputs is detailed in Figure 2

Records

- Records are maintained as follows:
 - G Drive:
 - Storage of records during project operations. Transferred to Procore at the conclusion of a project.
 - Ongoing Customer records access after Procore project close off.
 - Procore:
 - Product Documents
 - Sub-Contractor Documents
 - Handover Certificates
 - Sub-contractor Purchase Orders
- Records are maintained in accordance with Document & Records Management

Figure 1

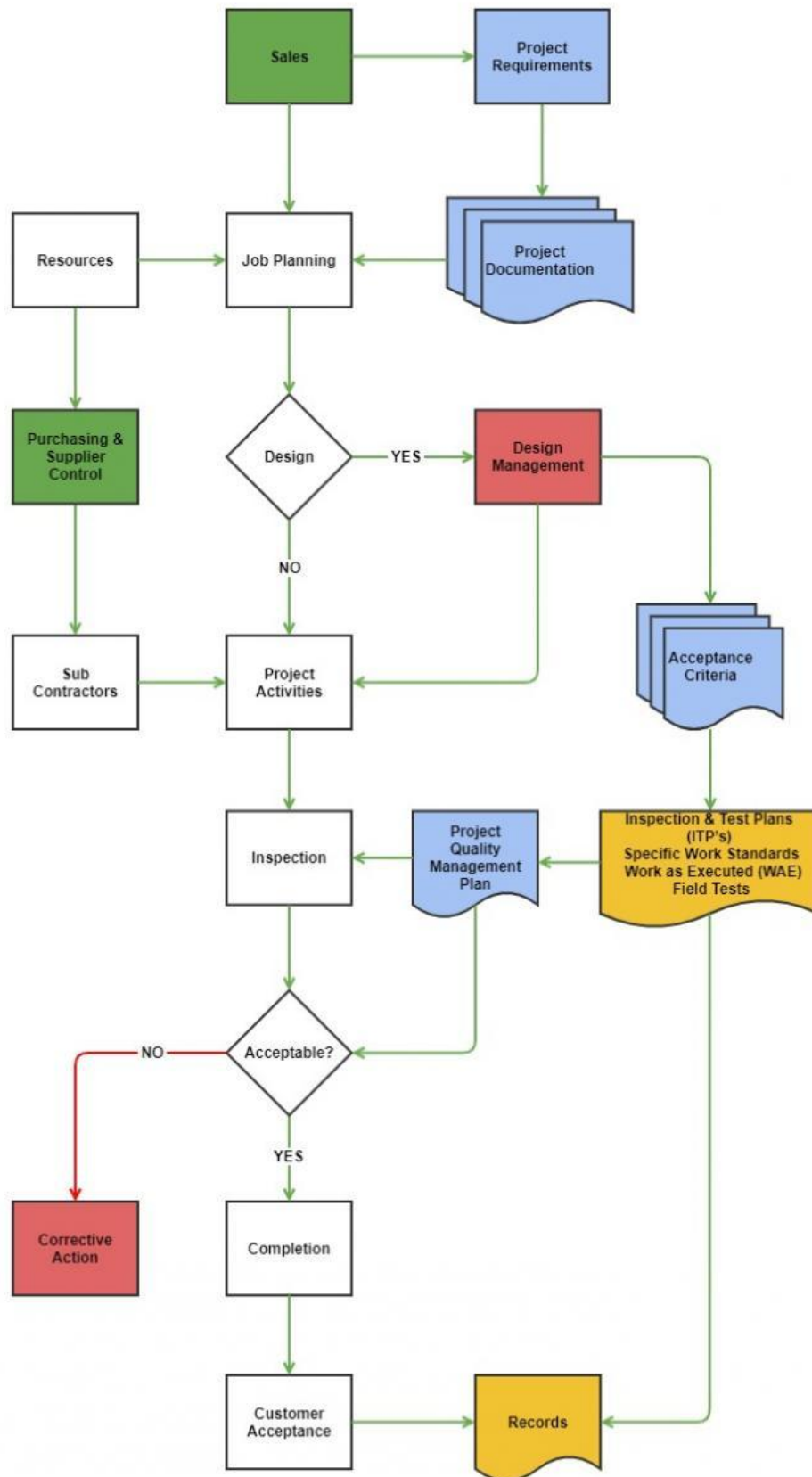


Figure 2

