BSBPMG513
MANAGE PROJECT QUALITY

PRACTICAL ASSESSMENT INSTRUCTIONS

- The following practical assessment will require the participant to complete work related activities.
- The assessor will conduct observations of the participant's work to determine whether they display sufficient practical skills and knowledge.
- Please fill in the details below, providing your name, signature and date of assessment.
  - Your signature acknowledges that the assessor provided clear instructions and the participant understood what was required to complete this assessment.
- The assessor may substitute a Practical Task with another task of equal value.
  - Alternate tasks must be fully documented by the assessor.

Participant name: MARK SZMBEL

Participant signature:

Assessor name: Sarah Rozema

Assessor signature:

JUSTICE OF THE PEACE (QUALIFIED) QUEENSLAND GOVERNMENT Reg.No.: 109712 JUSTICE & ATTORNEY-GENERAL

Date: Click here to enter a date. 20/05/2020

Number of tasks	Number of tasks completed	Satisfactory?	
		Yes	No
1	1	☑	☐

BSBPMG513
MANAGE PROJECT QUALITY

Practical Task 1

Description of task:
A suitable observer is to verify the participant's ability to manage quality within projects, including:
- Determining quality requirements
- Implementing quality control and assurance processes
- Using review and evaluation to make quality improvements in current and future projects

These tasks may be simulated or real. The participant is to gather evidence of how they have completed each component of the Practical Task, which is to be submitted with this Practical Assessment sheet. The observer is to provide detailed comments on the tasks completed by the participant. The assessor is to verify the observer's comments in the Assessor Comments section, and provide the Practical Assessment outcome on the front cover of this document.

Resources required:
Project documentation (including quality criteria, evidence of quality monitoring and improvement practices), Computer and appropriate software.

Assessment of task

Name of participant:	MARK SZMBEL
Name of observer:	GORDON WALLACE
Role of observer (Confirm suitability to sign)	gordonw@adcoconstruct.com.au
Email address of observer	SITE MANAGER (MANAGING CONTRACTOR)
Signature of observer:	[signature]
Date:	Click here to enter a date. 25/5/20

When completing the task, did the participant:		**Tick if satisfactorily completed. Provide comments if left unticked.**
1 Determine quality requirements		
1.1A.	Seek input from stakeholders to determine quality objectives and standards.	☑
1.1B.	In a quality management plan, document: • Quality metrics for the project and product output • Agreed quality requirements	☑
1.1C.	Select established quality management methods, techniques and tools to resolve quality issues.	☑
1.1D.	Distribute, discuss and support quality requirements with project team and stakeholders.	☑
1.1E.	Implement agreed quality requirements as the basis for performance measurement.	☑
2 Implement quality processes		
1.2A.	Undertake a quality assurance audit of project processes for compliance with agreed plans.	☑

1.2B.	Assess quality control of project and product output according to agreed quality specifications.	☑
1.2C.	Identify causes of variance to quality metrics and undertake remedial action.	☑
1.2D.	Maintain a quality management system to enable accurate and timely recording of quality audit data.	☑
	3 Implement project quality improvements	
1.3A.	Review processes and implement agreed changes continually throughout the project life cycle to ensure continuous quality improvement.	☑
1.3B.	Review project outcomes against performance requirements to determine the effectiveness of quality-management processes and procedures.	☑
1.3C.	Identify and document lessons learned and recommended improvements. PROJECT NOT YET COMPLETE	☐

The participant's performance was: ☑ **Satisfactory** ☐ **Not Satisfactory**

OBSERVER COMMENTS

QA plan attached

OBSERVOR

~~ASSESSOR~~ COMMENTS

① LCE project plan was amended to include key points from QLD heath requirements.
QA plan was signed off by client

② QA was managed by an online portal "Hammer tech" issues were closed out quickly.

③ Audits were conducted weekly via online portal "Hammertech"

④ QA management was recorded, amended and changed and transmitted via 'aconex' to relevent parties.

LCE QUEENSLAND PTY LTD

ELECTRICAL CONTRACTORS & ENGINEERS

Quality Management Plan

Project: QLD children's hospital L12 IPU development

PROJECT/COMPANY DETAILS

Project Name	**QLD Children's hospital L12 IPU**
Organisation Name	**LCE QLD Pty Ltd**
Business Address	**30A Randall Street, Slacks Creek, QLD 4127**
ABN No	**58 087 540 350**
Scope of Works	**Electrical and Communication Services**

PROJECT CONTACTS

Position	Name	Contact Details
Project Manager	Mark Sztybel	0427 608 467
Site Supervisor	TBA	TBA
HSEQ Manager	David Langley	0418 877 449

QUALITY POLICY

We are dedicated to the quality policy that will ensure that our products and services fully meet the requirements of our customers at all times. The goal of the company is to achieve a high level of customer satisfaction at all times. Commitment to the implementation of supporting managerial and business operational systems is essential to realising that goal.

We believe in the concept of client and supplier working together in pursuing this policy and in continually striving for improvements in quality.

The quality policy is based on 3 fundamental principles:

1. Ensuring that we fully identify and conform to the needs of our customers.
2. Looking at our internal processes, identifying the potential for errors and taking the necessary action to eliminate them.
3. Everyone understanding how to do their job and doing it right first time.

To ensure that the policy is successfully implemented, workers will be responsible for identifying customer requirements, and ensuring that the correct procedures are followed to meet those requirements. Objectives needed to ensure that the requirements of this policy are met and that continual improvement is maintained in line with the spirit of the policy, will be set, determined and monitored at Management Review. The quality policy principles and objectives will be communicated and available to workers at all times. Training will be an integral part of the strategy to achieve the objectives. Within this Policy we are committed to operating our company under the disciplines and control of a Quality Management System conforming to 1S0 9001:2015 and is planned and developed jointly with our other management functions. We are all committed to operating continuously to this standard and we will maintain the necessary quality approvals consistent with our customer requirements. We will constantly review and improve on our services to ensure tasks are completed in the most cost effective and timely manner for the benefit of all our customers. We shall ensure that all our personnel understand and fully implement our policies and objectives and are able to perform their duties effectively through an ongoing training and development programme.

This policy shall be reviewed on an annual basis.

Workers and Sub Contractors

Workers and Sub-Contractors shall construct the work to meet the requirements of the drawings/specifications in accordance with the approved procedures and instructions in a safe and efficient manner.

DOCUMENT MANAGEMENT

A system has been developed for controlling documents required for this project. The procedure defines the controls needed for:

- Documents are approved for adequacy prior to release.
- Documents are reviewed, updated as necessary and re-approved.
- The relevant versions of documents are identified and available at locations where activities essential to the effective functioning of the system are performed.
- To ensure that documents remain legible and readily identifiable.
- To ensure that documents of external origin determined to be necessary for the planning and operation of the system are identified and their distribution controlled. and
- To prevent the unintended use of obsolete documents, and to apply suitable identification to them if they are retained for any purpose.

Note: A single document may address the requirements for one or more procedures. A requirement for a documented procedure may be covered by more than one document.

A Legal Register has been established that identifies the current revision status of external documents.

All documents, prior to issue, shall be reviewed for adequacy.

All documentation shall be forwarded to the client for review, this shall include changes to existing documents.

RECORDS MANAGEMENT

Records established to provide evidence of conformity to requirements and of the effective operation of the project shall be controlled.

The control of project records includes identification, storage, retrieval, protection, retention time and disposition.

Records shall remain legible, readily identifiable and retrievable and shall be made available to the client as requested.

As applicable, preservation shall include identification, handling, packaging, storage and protection.

From the time of receipt through to installation, controls shall be implemented that ensures materials remain protected from damage or deterioration and are identifiable and traceable.

This shall include transportation from the allocated storage area to the work site.

PURCHASING

General requirements

Purchasing processes are controlled to ensure purchased product and/or service conforms to specified requirements. The type and extent of methods to control these processes is dependent of the effect of the purchased product and/or service upon the final product.

Purchasing information

Purchase documentation contains information clearly describing the product and/or service ordered, including, where appropriate;

a) Requirements for approval of product, procedures, processes and equipment;

b) Requirements for qualification of personnel; and

c) Specific project requirements

All orders are reviewed for adequacy prior to release.

INCOMING GOODS

All goods shall be inspected upon receipt, prior to acceptance, to ensure that they meet the requirements specified on the purchase order.

CONTROL OF NON CONFORMING PRODUCT

It is ensured that product that does not conform to product requirements is identified and controlled to prevent unintended use. The process defines the controls and related responsibilities for dealing with nonconforming product.

Where applicable, nonconforming product is dealt with by one or more of the following ways;

- Taking action to eliminate the detected nonconformity.
- Authorising its use, release or acceptance under concession by a relevant authority and, where applicable, by the client.
- Taking action to preclude its original intended use or application.
- Taking action appropriate to the effects, or potential effects, of the nonconformity when nonconforming product is detected after delivery or use has started.

CALIBRATION

All equipment used on the project to demonstrate conformance of product to specified requirements is controlled and calibrated.
A project calibration register is established by the Project Manager.

Methods of handling, preservation and storage that protect measuring devices from damage and deterioration shall be provided throughout the project.

Measuring and monitoring devices shall be used in a manner that ensures that measurement uncertainty, including accuracy and precision, is known and is consistent with the required measurement capability.

The Project Manager shall ensure the following;

- Equipment is calibrated and adjusted at specified intervals or prior to use, against equipment traceable to international or national standards.
- Identifying equipment with a suitable indicator or approved identification record to show calibration status.
- Determining the method for calibration of measuring and monitoring devices.
- Recording and maintaining the results of calibration.
- Safeguarding equipment from adjustments that would invalidate the calibration.
- Assessing the validity of previous inspection and test results when a device is found to be out of calibration and take appropriate actions.

PROJECT MANAGEMENT

Project Delivery

Overview and Sequence of Actions

There are three main stages within the Project Delivery process. These are as follows:

1. Implementation
2. Commissioning
3. Project Review

1. Implementation

1.1 Variations

Where changes to the scope of the project or project variations occur, a variation shall be raised; all variations shall be approved by the client.

The Project Manager shall maintain a log of all variations.

1.2 Inductions

The Project Manager shall be responsible for;

- Monitor, control and report progress to the construction program.

1.8.2 Cost Management - maintain Project Cost Control by management of project expenditure and regular review of expenditure. Deliver within budget and provide reports on time.

1.8.3 Resource Management - gain commitment and make the most effective use of the people involved in the project through: identifying, documenting, and assigning project roles, responsibilities and reporting relationships; and developing Project Team building and maintenance and individual and group skills to enhance project performance.

1.8.4 Communications Management - facilitate communication between all parties, and ensure timely and appropriate generation, collection, dissemination, storage, and ultimate disposition of project information. Monitor progress through reports and meetings and maintain minutes of all meetings.

1.8.5 Risk Management - identify, analyse and manage project risks to mitigate against consequences of adverse events.

2. Commissioning

Commissioning is the process of testing the works sufficiently to demonstrate the following:

Works comply with the functionality and performance requirements of the Contract.

Works conform to the performance requirements of the contract awarded and operation of the works satisfies the applicable, environmental, workplace health and safety and other statutory requirements.

Works are ready to be handed over to and all activities completed to achieve Project Acceptance.

The Project Manager shall ensure that, for each test that results are accurately recorded, acceptance criteria and the actual results are clearly stated, and test sheets dated and signed.

3. Project Review

Projects shall be reviewed upon completion.

Minutes of the meeting shall be maintained and the agenda shall include;

- Timeframes
- Costs
- Quality Issues
- Safety Issues
- Environmental Issues