

BSBPMG513 MANAGE PROJECT QUALITY

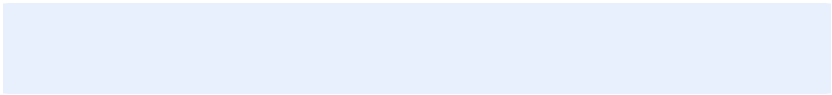
PRACTICAL ASSESSMENT INSTRUCTIONS

- 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.
 - o 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.
 - o Alternate tasks must be fully documented by the assessor.

Participant name Adrian Story

Participant signature 

Assessor name _____

Assessor signature 

Date Click here to enter a date.

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

ASSESSOR COMMENTS

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:	Adrian Story
Name of observer:	Anna Duncan
Role of observer (Confirm suitability to sign)	Contract Administrator
Email address of observer	Itsanna123@hotmail.com
Signature of observer:	
Date:	2/01/2020
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.	☒
The participant's performance was: ☒ Satisfactory ☐ Not Satisfactory		

OBSERVER COMMENTS

Adrian performs these tasks regularly on projects he is working on.

Example performance monitoring through metrics

Expand				WD Date:		SMP												E&I															
												Vendor												Vendor									
Sub System	Sub System Description:	Comm Priority:	Discipline	SMP	E&I	Stage 1 FICs To Go	Stage 2 FICs To Go	A	B	C	A	B	C	E&I ST1 Total L	Stage 1 FICs With Status	E&I ST1 Comp	Stage 1 FICs To Go	Stage 2 FICs To Go	A	XA	B	C	A	XA	B	C	Status	MC Date					
87-E120-11	AVW/TP - BoP S/WRM HV Transformer	5.5	SMPE&I		12-Dec	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	2	0						
87-E120-06	AVW/TP - BoP LV Switchroom	5.6	SMPE&I		17-Dec	3	0	0	0	0	0	0	0	19	0	19	0	3	0	0	0	0	0	0	0	4	5						
87-E120-03	AVW/TP - BoP S/WRM Electrical Distribution Cables (Power & Instrument)	5.7	SMPE&I			0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
87-E120-05	AVW/TP - BoP S/WRM Network cabinet inc. F0BOT	5.8	SMPE&I			0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
87-E120-07	AVW/TP - BoP S/WRM MCC, 230V, 415V DBs + Incoming LV Power Cables	5.8	SMPE&I		17-Dec	0	0	0	0	0	0	0	0	24	0	24	0	2	0	0	1	2	0	1	0	5							
87-E120-08	AVW/TP - BoP S/WRM PLC, UPS, 24V DBs	5.9	SMPE&I			0	0	0	0	0	0	0	0	4	0	3	1	1	0	0	0	0	0	0	0	0	0						
87-T100-01	AVW/TP - Fibre Optic Cables	6	SMPE&I			0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0						
87-T100-02	AVW/TP - Information Systems Network	6	SMPE&I			0	0	0	0	0	0	0	0	6	0	0	6	0	0	0	0	0	0	0	0	0	0						
87-T100-03	AVW/TP - LAN / Voice & Data Switchroom and Office Complex	6	SMPE&I			0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
82-U100-01	AVW/TP - Instrument Air Compressors & Distribution	7	SMPE&I			12	0	0	0	0	0	0	0	19	0	17	2	16	0	0	0	0	0	0	0	4	1						
82-U101-01	AVW/TP - Utility Water, Safety Showers & Eyewash - Junction Box	8	SMPE&I			4	0	0	0	0	0	0	0	10	0	0	10	4	0	0	0	0	0	0	0	0	0						
82-P130-01	AVW/TP - W/ste Sump, Drain Network (Inc. Site Run A/G Drains), Pumps, Instrument & Power Junction Box	9	SMPE&I			7	0	0	0	0	0	0	0	28	2	0	26	14	0	0	0	0	0	0	0	0	0						
82-P104-01	AVW/TP - Raw Water Pre-Treatment Lines	10	SMPE&I			2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
82-P108-01	AVW/TP - Feed Tank and Lines + Junction Box	11	SMPE&I			2	0	0	0	0	0	0	0	4	0	0	4	2	0	0	0	0	0	0	0	0	0						
82-P110-01	AVW/TP - UF Feed Pumps, Disc Filters + Solenoid Junction Box & Reaction Vessel + Junction Box	12	SMPE&I			17	1	0	0	0	0	0	0	37	7	6	24	30	0	0	0	0	0	0	0	0	0						
82-P110-02	AVW/TP - UF System Train 1 + Solenoid Junction Box + Junction Box	12	SMPE&I			5	0	0	0	0	0	0	0	21	0	3	18	21	0	0	0	0	0	0	0	0	0						
82-P110-03	AVW/TP - UF System Train 2 + Solenoid Junction Box + Junction Box	12	SMPE&I			5	0	0	0	0	0	0	0	20	0	3	17	22	0	0	0	0	0	0	0	0	0						
82-P110-04	AVW/TP - UF Membrane Blowers	12	SMPE&I			5	0	0	0	0	0	0	0	20	4	10	6	3	0	0	0	0	0	0	0	0	0						
82-P120-01	AVW/TP - RO Feed & Junction Box	13	SMPE&I			8	0	0	0	0	0	0	0	27	0	13	14	12	0	0	0	0	0	0	0	0	0						
82-P120-02	AVW/TP - RO Train 1 System , Solenoid Junction Box & Junction Box	13	SMPE&I		13-Dec	6	0	0	0	0	0	0	0	62	2	58	2	44	0	0	1	0	0	0	0	1	7						
82-P120-03	AVW/TP - RO Train 2 System , Solenoid Junction Box & Junction Box	13	SMPE&I		13-Dec	6	0	0	0	0	0	0	0	61	1	59	1	44	0	0	1	0	0	0	0	1	5						
82-P120-04	AVW/TP - RO Permeate Tank, Backwash & Recycle Pumps & Junction Box	13	SMPE&I			8	0	0	0	0	0	0	0	30	1	14	15	15	0	0	0	0	0	0	0	0	0						
82-P120-05	AVW/TP - RO Brine Lines	13	SMPE&I			2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
82-P122-01	AVW/TP - CIP Tank, Pumps, Distrib, Return Lines, Solenoid Junct. Box & Junct. Box w/ 2nd HMI Panel	14	SMPE&I			7	0	0	0	0	0	0	0	35	4	2	29	29	0	0	0	0	0	0	0	1	0						
87-E102-01	AVW/TP - Lighting	15	SMPE&I			0	0	0	0	0	0	0	0	51	0	0	51	0	0	0	0	0	0	0	0	0	0						
82-P132-01	AVW/TP - Service Water Tanks Pumps & Distribution	16	SMPE&I			4	0	0	0	0	0	0	0	4	0	0	4	2	0	0	0	0	0	0	0	0	0						
82-P132-02	AVW/TP - Wastewater Treatment Plant (Scope on Hold)	16	SMPE&I			0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0						
82-P128-01	AVW/TP - Chemical Storage and Dosing Systems	17	SMPE&I			45	0	0	0	0	0	0	0	26	0	0	26	45	0	0	0	0	0	0	0	0	0						
82-P125-01	AVW/TP - Permeate Dam, Supply Line, Overflow Lines & Junction Box	18	SMPE&I			2	0	0	0	0	0	0	0	12	0	0	12	29	0	0	0	0	0	0	0	0	0						
82-S100-01	AVW/TP - Pipersacks & Cable Ladders/Trays	ONGOING	SMPE&I			2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
82-C100-01	AVW/TP - Fencing		SMPE&I			0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
82-D100-01	AVW/TP - DCS		SMPE&I			0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
82-B100-01	AVW/TP - Lab Building, Septic System and Office Internal Fittings	When Delivered	SMPE&I			5	0	0	0	0	0	0	0	2	0	0	2	1	0	0	0	0	0	0	0	0	0						
82-B100-02	AVW/TP - Portal Frame Shed	When Delivered	SMPE&I			2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
82-B100-03	AVW/TP - Storage Igloo & IEC Lockers	When Delivered	SMPE&I			0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
					MC	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	TOP	0%				
					TOTALS	171	1	0	0	0	0	0	0	531	21	268	302	376	1	0	4	3	3	2	25	27	DAILY						

My Company Name Pty Ltd

QUALITY MANAGEMENT PLAN

Contract Number: 654321

Rev	Revision Status	Date	Prepared	Reviewed	Approved
1	Issued for construction	02/02/2028	A.Preparer	A.Reviewer	A.Approver
A	Issued for review	01/01/2028	A.Preparer	A.Reviewer	A.Approver

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1 PURPOSE

This plan, the Quality Management Plan (QMP) defines the quality management principles, processes, procedures, systems, tools, and templates implemented to ensure effective, efficient and safe delivery of the Contract 654321.

This plan is subordinate to the Project Management Plan (PMP), and has been developed to:

- Satisfy the requirements of the Contract
- Support the execution team in completing the requirements of the Contract.

2 QUALITY MANAGEMENT OVERVIEW

The administration and control of the project is based on the following management principles:

- Client focus
- Leadership
- Involvement of people
- System approach to management
- Continual improvement
- Factual approach to decision making; and
- Mutually beneficial supplier relationships.

These principles are fundamental to the management of the project outcomes and deliverables, and are used as a framework to guide ongoing improvement and an optimal outcome for the project with respect to cost, quality, and on-time delivery.

This plan ensures that quality is throughout all phases of the project, rather than relying on inspection and remedial work to achieve quality outcomes. The strategy of having the right person in the right place, with the right training, with the right material, and using the right system underpins completing the project and all associated tasks, i.e. right first time.

2.1 Project Quality Objectives

- Key project specific quality objectives are:

Objective	Performance Indicator	Target	Verification
Deferred activities (Show tasks which were planned but not completed)	Number, % of scope and value	All tasks planned completed	Planner measurement
Right First Time (Identify hours involving resolution and rectification)	% of hours	100%	Financial/time keeping
NCR (Evaluate type and duration to resolution)	Number/Aging	Zero	Count and measurement
Cost savings (Measure costs achieved by improved performance)	Ratio	Maximum savings	Financial evaluations of contracts

The project close-out process ensures all deliverables are formally handed over to the Client and all project requirements completed.

3 MATERIAL MANAGEMENT

3.1 Handling, Storage & Preservation of Products & Materials

The delivery, handling, storage, packaging and preservation of products and materials is managed to prevent their damage, loss, deterioration, degradation or loss of identification and traceability. Control of Inspection, Measuring & Test Equipment

4 MEASUREMENT, ANALYSIS & IMPROVEMENT

4.1 Inspection, Testing & Monitoring

4.1.1 Testing of Materials

An accredited National Association of Testing Authorities (NATA) laboratory conducts testing of materials and samples (where required) using approved NATA testing processes.

4.1.2 Hold & Witness Points

Compliance with critical aspects of the project is addressed by using nominated hold and witness points. Hold and witness points are approved in consultation with the Client, if applicable.

The Project Engineer/ Supervisor is responsible for ensuring that hold points identified in the head contract and ITPs are implemented.

4.1.3 Inspection & Test Plans

Inspection and test plans (ITPs) are prepared to clearly identify the scope of inspection and testing required for the work activity. ITPs are prepared for each area or discipline as appropriate.

Where work performed on site requires the creation of an ITP, the ITP is formulated by the Project Site Engineer and reviewed and approved by the Construction Manager. ITPs are prepared for each area or discipline as per Project requirements and as directed by the Project Manager.

4.1.4 Manufacturer's Data Report/ Installation Operating Manual

The Manufacturer's Data Report (MDR) identifies all project related documentation and records compiled for the project by the Supplier or Subcontractor.

MDRs will be compiled by the Supplier, Subcontractor, or Contractor (for any site works completed only) progressively throughout the duration of the project, including during the execution of the works.

4.2 Audits

Scheduled audits are conducted for the project as part of the improvement process and to satisfy any requirements of the head contract. Audits are used to:

- identify compliance to specified requirements, positive/ adverse trends, and any improvement opportunities
- ascertain whether procedures and processes comply with the approved head contract, specifications, standards, legislation, and regulatory requirements; and

4.3 Corrective & Preventative Action

All non-conforming materials or work is managed in accordance with the requirements of the head contract.

The Project Manager and/ or the Construction Manager ensures that:

- suspect materials associated with non-conformances identified during day-to-day surveillance, inspections, tests, or by the Client are isolated to prevent inadvertent use
- a root cause is identified; and
- actions are implemented to prevent recurrence.

The Construction Manager determines and records the nature of the non-conformance, and the action to take, i.e.:

- use as-is (requires approval from the Construction Manager, and the Client if applicable)
- rework/ repair
- scrap; or
- return to the Supplier.

Rework or repairs are re-tested and the details added to the inspection and test report.

Upon satisfactory completion of the identified actions, the NCR is signed off and if applicable, any stickers and/ or tags utilised are removed and the material or equipment removed from isolation. A copy of the signed NCR is incorporated into the applicable MDR.

4.4 Lessons Learned

Lessons learned is one of the key elements of quality assurance focus. Lessons learned is designed to encourage the Project Team to actively seek out and use previous lessons as a form of continuous improvement and knowledge transfer at the start of a project in order to mitigate known events.

Lessons learned involves capturing, communicating, and addressing good practices and those needing improvement to benefit the implementation of future projects. There are three main aspects to lessons learned, as described in the following table.

Aspect	Description
Capture	Capturing lessons, both good and those needing improvement, as they arise throughout the duration of the project and at project close-out.
Treatment	Communicating identified and recorded lessons to a project focal point and making decisions on required follow-up actions to be completed.
Implementation	Searching and identifying key lessons learned from other similar, existing projects for consideration when completing risk reviews for the project.

Formal lessons learned workshop will be conducted after significant events