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Quality Management Plan

Evolving Workshop Technologies Pty Ltd
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Document Control

Version	Date	Prepared By	Approved By	Review Date
1.0	March 2026	Operations Manager	Managing Director	Annual

1. Introduction

1.1 Purpose

This Quality Management Plan (QMP) establishes the quality management framework for Evolving Workshop Technologies Pty Ltd (EWT) to ensure consistent delivery of compliant, fit-for-purpose products that meet customer specifications and applicable standards. This plan serves as a comprehensive alternative to ISO 9001:2015 certification, demonstrating EWT's commitment to quality through documented processes, systematic controls, and continuous improvement. This QMP applies to all EWT projects and can be customized with project-specific details as required.

1.2 Scope

This QMP applies to:

- Design, manufacture, and supply of elevating work platforms and specialised lifting equipment
- All projects from contract award to final handover
- Internal operations at Howard Springs, NT and Brisbane, QLD facilities
- Management of suppliers and subcontractors
- All employees, contractors, and suppliers engaged by EWT

1.3 Company Context

EWT is a small Australian manufacturing business (fewer than 4 employees) specialising in custom-engineered elevating work platforms and specialised lifting equipment. Our operations involve:

- Design and engineering of specialised lifting equipment
- Manufacturing and assembly at our facilities
- Quality control and testing
- Coordination of specialised suppliers and subcontractors
- Installation supervision and commissioning support

While EWT does not currently hold ISO 9001:2015 certification, this QMP incorporates ISO 9001 principles and demonstrates equivalent quality management capability through practical, documented systems tailored to our business size and operations.

2. Quality Policy

2.1 EWT Quality Policy Statement

Evolving Workshop Technologies Pty Ltd is committed to:

- Delivering products that consistently meet customer requirements and applicable standards
- Ensuring safe, reliable, and compliant elevating work platforms through every stage of design, manufacture, and supply
- Building long-term customer relationships through quality, integrity, and continuous improvement
- Engaging competent personnel and qualified suppliers who share our commitment to excellence
- Maintaining systematic quality controls proportionate to our business size
- Learning from experience and improving our processes continuously

This policy applies to all employees, contractors, and suppliers.
Approved by:
Hew McDonald, Managing Director
Date: March 2026

2.2 Quality Objectives

EWT's quality objectives for all projects:

Objective	Target	Measurement
Deliver products compliant with specifications	100% compliance	Final inspection results, client acceptance
Complete all ITPs with objective evidence	100% completion	ITP closeout records
Zero major non-conformances at final inspection	Zero major NCRs	Non-conformance register
On-time delivery to agreed schedule	Meet project milestones	Schedule tracking
Customer satisfaction	Positive feedback	Client feedback and testimonials
Supplier compliance	All suppliers meet requirements	Supplier assessments

Table 1: Quality Objectives and Targets

Project-specific quality objectives and targets may be established at project commencement based on customer requirements.

3. Organization and Responsibilities

3.1 Organizational Structure

EWT Project Organization Chart

- Managing Director (Hew McDonald)
- Operations Manager (Quality oversight)
- Project Lead / Workshop Supervisor
- Subcontractors & Suppliers (managed)

3.2 Roles and Responsibilities
Managing Director
Hew McDonald
Responsibilities:

- Overall accountability for quality management system
- Approval of QMP and quality policy
- Resource allocation and decision-making
- Review of quality performance
- Client liaison and contract management
- Final authority on non-conformances and corrective actions

Operations Manager (Quality Management Role)
Responsibilities:

- Day-to-day implementation of QMP
- Coordination of inspection and testing activities
- Management of Inspection Test Plans (ITPs)
- Supplier quality management and audits
- Non-conformance management and corrective actions
- Document control and records management
- Internal quality reviews and improvement initiatives
- Liaison with client quality representatives

Project Lead / Workshop Supervisor
Responsibilities:

- Supervision of manufacturing and assembly activities
- Ensuring work complies with drawings and specifications
- Coordination of workforce and subcontractors
- First-line quality checks and inspections
- Reporting quality issues to Operations Manager
- Implementation of corrective actions
- Maintenance of workshop standards

All Employees and Contractors
Responsibilities:

- Understanding and complying with quality requirements
- Performing work to specifications and drawings
- Identifying and reporting quality issues promptly
- Participating in quality inspections and testing
- Maintaining accurate records of work performed
- Following documented procedures and work instructions

3.3 Competence and Training
EWT ensures personnel competence through:
Qualifications and Experience:

- Managing Director: 20+ years industry experience, patent holder, engineering expertise
- Operations/workshop personnel: Relevant trade qualifications and/or demonstrated experience
- Subcontractors: Pre-qualified based on capability and track record

Training:

- Induction for all new personnel covering quality expectations
- Project-specific briefings on specifications and requirements
- On-the-job training and supervision
- Toolbox talks on quality issues and lessons learned
- Records maintained of training completed

Assessment:

- Performance monitoring during project execution
- Review of work quality and compliance
- Feedback and coaching as required

4. Quality Management System Overview

4.1 QMS Framework

EWT's Quality Management System is based on ISO 9001:2015 principles adapted for small business operations:

Plan-Do-Check-Act Cycle

PLAN: Define requirements, develop procedures, plan inspections

↓

DO: Execute work per specifications, implement controls

↓

CHECK: Inspect, test, verify compliance, document results

↓

ACT: Address non-conformances, implement improvements, review

↓

(Cycle repeats)

4.2 Key QMS Elements

1. Document Control - Procedures for managing drawings, specifications, procedures, and records
2. Design Control - Engineering review and approval processes
3. Procurement Control - Supplier selection, purchasing, and verification
4. Production Control - Manufacturing processes, work instructions, identification
5. Inspection and Testing - ITPs, hold points, verification, objective evidence
6. Non-Conformance Management - Identification, documentation, corrective action
7. Records Management - Documentation, traceability, retention
8. Continuous Improvement - Lessons learned, corrective actions, reviews

4.3 Quality Management Documents Hierarchy

Level	Document Type
Level 1	Quality Policy (Section 2.1)
Level 2	Quality Management Plan (this document)
Level 3	Procedures and Work Instructions (project-specific)
Level 4	Records, ITPs, Test Reports, Certificates

Table 2: Document Hierarchy

5. Document and Data Control

5.1 Document Control Procedure
Objective: Ensure current, approved documents are available and obsolete documents are removed.

Document Types
- Client specifications and drawings
- EWT design drawings and calculations
- Supplier datasheets and certifications
- Inspection and Test Plans (ITPs)
- Work instructions and procedures
- Quality records and reports

Control Process
Receipt and Registration:
1. All client documents received and logged in document register
2. Version control applied
3. Distributed to relevant personnel

Review and Approval:
1. Technical documents reviewed by Managing Director or delegate
2. Approval signature and date recorded
3. Distribution list maintained

Change Management:
1. All changes formally reviewed and approved
2. Superseded documents clearly marked "SUPERSEDED"
3. Updated documents distributed with change notification
4. Affected personnel briefed on changes

Storage and Access:
- Master documents stored in controlled location (physical and electronic)
- Copies issued with "CONTROLLED COPY" stamp
- Access restricted to authorized personnel
- Obsolete documents removed from work areas (retained for records only)

5.2 Drawing and Specification Control
Client Drawings:
- Stored in project folder with revision tracking
- Current revision displayed in workshop
- Changes highlighted and communicated to team

EWT Shop Drawings:
- Prepared by Managing Director or qualified engineer
- Approved before issue for manufacture
- Revisions tracked and communicated
- "As-built" drawings prepared if changes occur

Supplier Drawings:
- Reviewed for compliance with specifications
- Approved before manufacture
- Kept on file for traceability

5.3 Document Register
All project documents maintained in register showing:

- Document number and title
- Revision number and date
- Approval status
- Distribution list
- Location of master copy

6. Design and Engineering Control

6.1 Design Process
EWT's design process for elevating work platforms:
Stage 1: Design Input

- Client specifications and requirements
- Applicable codes and standards (AS 1418, AS 2550, AS 4991, etc.)
- Site conditions and constraints
- Functional requirements and performance criteria

Stage 2: Design Development

- Engineering calculations and analysis
- 3D modeling and design drawings
- Material selection and component specification
- Risk assessment and hazard identification

Stage 3: Design Review

- Internal review by Managing Director
- Verification against specifications
- Compliance with standards confirmed
- Client review and approval (where required)

Stage 4: Design Output

- Approved fabrication drawings
- Bill of materials
- Assembly instructions
- Testing and commissioning procedures

Stage 5: Design Verification

- Review of calculations and drawings
- Prototype testing (if applicable)
- Witness testing at supplier facilities
- Final inspection and load testing

6.2 Design Changes
All design changes:

1. Documented with reason for change
2. Reviewed and approved by Managing Director
3. Assessed for impact on other aspects
4. Communicated to affected parties
5. Updated in drawings and documentation
6. Client approval obtained if contractually required

6.3 Proprietary IP Protection

EWT holds proprietary intellectual property and patents related to elevating work platform design. IP protection measures include:

- Confidentiality agreements with suppliers
- Limited disclosure of complete designs
- Control of technical information distribution
- Patent protection maintained

7. Procurement and Supplier Management

7.1 Supplier Selection and Pre-Qualification

EWT uses pre-qualified suppliers with proven capability and track record.

Selection Criteria:

- Technical capability and experience
- Quality of previous work
- Compliance with applicable standards
- Delivery performance and reliability
- Pricing competitiveness
- Location and logistics
- References from other customers

Pre-Qualification Process:

1. Initial assessment based on criteria above
2. Review of supplier's quality documentation (if available)
3. Request for sample work or testimonials
4. Site visit or virtual inspection (for critical suppliers)
5. Trial order (for new suppliers)
6. Approval by Managing Director

7.2 Approved Supplier List

EWT maintains an Approved Supplier List including:

Supplier	Product/Service	Location	Status
Certex Lifting	Support ropes	Geelong, VIC	Approved
Richmond Rolling	Sheaves	Dandenong, VIC	Approved
Signal to Noise	Radio remotes	Germany	Approved
Tensile Design	Rope fittings	NSW/Vietnam	Approved
Coltech Planning	Mechanical engineering	Darwin, NT	Approved
Miami Stainless	Lifting eye bolts	QLD/China	Approved

Table 3: Example Approved Supplier List

The Approved Supplier List is maintained and updated for each project based on scope requirements. New suppliers are added following the pre-qualification process outlined in

Section 7.1.

7.3 Purchasing Process

Purchase Order Requirements:

All purchase orders include:

- Clear description of product/service required
- Reference to specifications and drawings
- Applicable standards and codes

- Quality documentation requirements (test certificates, compliance statements)
- Inspection requirements and hold points
- Delivery schedule and location
- Quality clause requiring compliance with EWT requirements

Quality Clauses:

- Supplier must comply with applicable standards
- Supplier must provide certificates of compliance/conformity
- EWT reserves right to inspect at supplier premises
- Non-conforming products will be rejected
- Supplier responsible for corrective action costs

7.4 Supplier Quality Verification

Incoming Inspection:

- All received materials and components inspected
- Verification against purchase order and specifications
- Check for damage during transport
- Review of supplier documentation (certificates, test reports)
- Acceptance or rejection decision documented

Source Inspection:

For critical items, EWT may conduct inspection at supplier premises:

- Witness testing and inspection
- Review of manufacturing processes
- Verification of compliance before shipment
- Documentation of results

Supplier Performance Monitoring:

- Delivery performance tracked
- Quality of supplied products monitored
- Non-conformances recorded and communicated
- Supplier rating maintained (satisfactory/unsatisfactory)
- Poor performers removed from approved list

7.5 Subcontractor Management

For specialised services (e.g., mechanical engineering, welding):

- Subcontractors provided with clear scope and specifications
- Work supervised and inspected by EWT personnel
- Compliance with EWT quality requirements mandatory
- Records and documentation provided by subcontractor
- Final acceptance by EWT before payment

8. Production and Process Control

8.1 Manufacturing Process Overview

EWT's manufacturing process for elevating work platforms:

Stage 1: Material Preparation

- Receipt and inspection of materials and components
- Storage in designated area
- Identification and traceability maintained

Stage 2: Fabrication
- Cutting, machining, welding per drawings
- Work instructions followed
- In-process inspections performed
- Dimensional checks and fit-up verification

Stage 3: Assembly
- Components assembled per drawings and procedures
- Torque specifications applied
- Safety-critical components verified
- Electrical/control systems installed

Stage 4: Testing
- Functional testing of all systems
- Load testing per AS standards
- Electrical testing and certification
- Documentation of test results

Stage 5: Finishing
- Surface preparation and painting
- Final inspection and touch-up
- Identification labeling and marking
- Preparation for dispatch

8.2 Work Instructions

Clear work instructions provided for:
- Welding procedures (including WPS if required)
- Assembly sequences and torque requirements
- Electrical wiring and terminations
- Testing and commissioning procedures
- Special processes requiring specific techniques

Work instructions include:
- Step-by-step procedures
- Reference to applicable drawings
- Critical dimensions and tolerances
- Inspection and hold points
- Safety precautions

8.3 Identification and Traceability

Material Identification:
- All materials identified with supplier labels or EWT tags
- Material certificates cross-referenced to identification
- Material traceability maintained for critical components

Product Identification:
- Each unit assigned unique serial number
- Serial number marked on product and all documentation
- Traceability to drawings, materials, and test records maintained

Component Identification:
- Critical components marked with identification
- Cross-reference to installation drawings maintained
- Traceability to supplier and certificates

8.4 Preservation and Storage
During Manufacturing:

- Work-in-progress stored in designated areas
- Protected from damage and environmental exposure
- Critical components stored securely

Prior to Dispatch:

- Products cleaned and inspected
- Protection applied (covers, preservatives)
- Packed appropriately for transport
- Loading and securing per transport plan

8.5 Control of Measuring and Test Equipment
Calibration:

- Critical measuring equipment calibrated (torque wrenches, load cells, electrical test equipment)
- Calibration traceable to national standards
- Calibration certificates maintained on file
- Equipment marked with calibration status and due date

Equipment List:

- Register maintained of all measuring and test equipment
- Calibration schedule tracked
- Out-of-calibration equipment removed from use

Verification:

- Equipment verified before use on critical measurements
- Accuracy checked against known standards
- Defective equipment repaired or replaced

9. Inspection and Testing

9.1 Inspection and Test Plan (ITP) Overview
EWT uses Inspection and Test Plans (ITPs) to define and document all verification activities required to ensure product compliance[3].

ITP Purpose:

- Define what will be inspected/tested
- Specify acceptance criteria
- Identify hold points for client witness
- Document verification results and objective evidence
- Provide traceability and proof of compliance

ITP Format:

- Client format used where provided
- EWT format used for internal requirements
- ITPs approved before work commences

9.2 ITP Content

Each ITP includes:

ITP Section	Description
Item/Component	Description of what is being verified
Reference	Drawing, specification, or standard reference
Inspection Activity	Description of inspection or test to be performed
Acceptance Criteria	Pass/fail criteria and tolerances
Hold Point	H = Hold point (must await client approval to proceed) W = Witness point (client may witness but not mandatory) R = Review point (documentation reviewed by client)
Responsible Party	M = Manufacturer (EWT), S = Supplier, C = Client
Result	Pass/Fail/NA recorded after inspection
Objective Evidence	Reference to supporting documentation
Date	Date inspection completed
Inspector Signature	Signature of person performing verification

Table 4: ITP Format and Sections

9.3 Inspection Types and Stages

Incoming Inspection:

- Verification of purchased materials and components
- Check against purchase order and specifications
- Review of supplier certificates and test reports
- Dimensional and visual inspection
- Decision: Accept / Reject / Hold for review

In-Process Inspection:

- Dimensional checks during fabrication
- Weld inspections (visual, NDT if required)
- Fit-up verification before final assembly
- Installation of safety-critical components verified
- Hidden work inspected before covering

Final Inspection:

- Complete dimensional verification
- Visual inspection for workmanship and finish
- Verification of labeling and marking
- Functional testing of all systems
- Review of documentation completeness

Testing:

- Functional testing (all movements and controls)
- Load testing per AS 1418.18 and project specifications
- Electrical testing and tagging
- Commissioning tests
- Documentation of results and certification

9.4 Hold Points and Witness Points
Hold Points (H):
- Work cannot proceed until client approval received
- Notification to client 48 hours minimum before hold point
- Client inspection and approval documented
- If client does not attend, written waiver obtained

Witness Points (W):
- Client has option to witness but not mandatory
- Notification provided as courtesy
- Work may proceed if client does not attend
- Documentation provided for client review

Review Points (R):
- Documentation submitted to client for review
- Client comments addressed before proceeding

9.5 Objective Evidence
All inspections and tests documented with objective evidence:
Types of Objective Evidence:
- Completed ITP with results and signatures
- Test reports and certificates
- Photographs of critical stages
- Calibration certificates for test equipment
- Material certificates and traceability documents
- Non-destructive testing reports (if applicable)
- Dimensional inspection reports
- As-built drawings (if changes made)

Requirements:
- Objective evidence provided for every ITP activity
- Results clearly recorded (pass/fail, measurements, observations)
- Traceable to specific item/serial number
- Signed and dated by inspector
- Filed in Manufacturers Data Record (MDR)

9.6 Sample ITP - Elevating Work Platform
See Appendix A for sample ITP format.
10. Non-Conformance Management
10.1 Non-Conformance Identification
Non-conformances may be identified through:
- Inspection and testing activities
- Client audits or inspections
- Internal quality reviews
- Supplier quality issues
- Field/installation issues

Types of Non-Conformances:
- Major: Significant deviation from requirements, affects safety or functionality
- Minor: Minor deviation that does not affect safety or functionality
- Observation: Potential issue requiring attention but not currently non-conforming

10.2 Non-Conformance Process

Step 1: Identification and Documentation

- Non-conformance identified and documented on Non-Conformance Report (NCR)
- Description of issue, affected item, and severity
- Non-conforming item segregated and marked "HOLD - NCR #xxx"
- Operations Manager notified immediately

Step 2: Investigation

- Root cause analysis performed
- Extent of non-conformance determined
- Impact assessment (safety, functionality, schedule, cost)
- Responsible party identified

Step 3: Disposition

- Proposed solution developed (rework, repair, concession, reject)
- Client approval obtained for concessions or repairs affecting specifications
- Corrective action plan documented
- Approval by Managing Director (and client if required)

Step 4: Implementation

- Corrective action implemented
- Rework/repair performed and re-inspected
- Verification of effectiveness
- Documentation updated

Step 5: Closure

- NCR closed with verification signature
- Records filed in project documentation
- Lessons learned captured

10.3 Corrective and Preventive Action

Corrective Action:

- Addresses root cause of non-conformance
- Prevents recurrence of similar issues
- May include procedure updates, training, or process changes
- Effectiveness verified

Preventive Action:

- Proactive identification of potential issues
- Implementation of measures to prevent occurrence
- Based on lessons learned, near misses, or industry experience

10.4 Non-Conformance Register

All NCRs recorded in Non-Conformance Register tracking:

- NCR number and date raised
- Description and affected item
- Severity (Major/Minor/Observation)
- Root cause
- Disposition and corrective action
- Status (Open/Closed)
- Closure date and verification

11. Records and Documentation

11.1 Quality Records

EWT maintains comprehensive quality records including:

Project Management Records:

- Contract and specifications
- Design calculations and drawings
- Risk assessments
- Correspondence with client

Procurement Records:

- Purchase orders
- Supplier certificates and test reports
- Incoming inspection records
- Supplier performance data

Manufacturing Records:

- Completed ITPs with objective evidence
- Test reports and certificates
- Material traceability records
- Welding records (if applicable)
- Non-conformance reports and corrective actions

Verification Records:

- Inspection checklists and reports
- Load test reports and certificates
- Electrical test certificates
- As-built drawings (if applicable)
- Photographic records

11.2 Manufacturers Data Record (MDR)

For each unit supplied, EWT prepares a Manufacturers Data Record (MDR) containing:

Section 1: General Information

- Product description and serial number
- Client and project details
- Applicable specifications and standards
- Design and manufacturing dates

Section 2: Design Documentation

- Design drawings (approved revisions)
- Engineering calculations
- Risk assessments
- Client approvals

Section 3: Procurement Documentation

- Bill of materials
- Supplier certificates (materials, components)
- Test reports from suppliers
- Traceability records

Section 4: Manufacturing Documentation

- Completed ITPs with objective evidence
- In-process inspection records
- Welding records (if applicable)
- Assembly records

Section 5: Testing and Verification
- Functional test reports
- Load test reports and certificates
- Electrical test certificates
- Final inspection reports

Section 6: Non-Conformances
- NCRs raised and closed
- Concessions approved by client
- Corrective action records

Section 7: Handover Documentation
- Warranty certificate
- Operation and maintenance manual
- Training records
- Commissioning report

11.3 Record Retention

Quality records retained for:
- Duration of project warranty period (minimum)
- Client-specified retention period
- Regulatory requirements (minimum 7 years)
- Product liability considerations

Records stored securely:
- Physical records in controlled filing system
- Electronic records backed up regularly
- Access restricted to authorized personnel

12. Internal Quality Reviews and Audits

12.1 Internal Quality Reviews

Frequency: Monthly during project execution, or as required

Purpose:
- Monitor progress against quality objectives
- Review inspection and test results
- Identify issues and trends
- Implement improvements

Conducted By: Operations Manager with Managing Director

Review Topics:
- ITP completion status
- Non-conformances and corrective actions
- Supplier performance
- Schedule and delivery performance
- Customer feedback and concerns
- Resources and training needs

Outputs:
- Action items assigned with due dates
- Procedure updates if required
- Communication to team

12.2 Internal Audits
Frequency: At project milestones or as required
Purpose:

- Verify compliance with QMP procedures
- Check document control and records
- Assess effectiveness of quality system
- Identify improvement opportunities

Conducted By: Operations Manager or external auditor (if required)
Audit Scope:

- Document control procedures
- Procurement and supplier management
- Production controls and work instructions
- Inspection and testing activities
- Non-conformance management
- Records and traceability

Outputs:

- Audit report with findings
- Corrective actions for non-compliances
- Recommendations for improvement
- Follow-up verification

12.3 Management Review
Frequency: At project completion, minimum annually for ongoing operations
Purpose:

- Review overall QMS effectiveness
- Assess achievement of quality objectives
- Identify strategic improvements
- Allocate resources for quality initiatives

Conducted By: Managing Director
Review Inputs:

- Quality objectives performance
- Internal audit results
- Non-conformance trends
- Customer feedback
- Supplier performance
- Resource adequacy

Review Outputs:

- QMS updates and improvements
- Quality objectives for next period
- Resource allocation decisions
- Strategic quality initiatives

13. Continuous Improvement

13.1 Improvement Philosophy
EWT is committed to continuous improvement through:

- Learning from experience and mistakes
- Implementing lessons learned on future projects
- Listening to customer feedback

- Adopting best practices from industry
- Empowering employees to suggest improvements

13.2 Sources of Improvement
Internal Sources:
- Non-conformances and corrective actions
- Internal audit findings
- Employee suggestions
- Process efficiency observations

External Sources:
- Customer feedback and testimonials
- Supplier input and innovations
- Industry developments and standards updates
- Competitor analysis and benchmarking

13.3 Improvement Process
1. Identify: Opportunity or issue identified
2. Analyse: Root cause and potential solutions analyzed
3. Implement: Improvement implemented on trial basis
4. Verify: Effectiveness measured and verified
5. Standardise: If successful, incorporated into standard practice
6. Communicate: Lessons learned shared with team

13.4 Lessons Learned
At project completion, lessons learned workshop conducted covering:
- What went well and should be repeated
- What issues occurred and how were they resolved
- What could be improved for next project
- Actions to implement improvements

Lessons learned documented and used to update:
- Quality procedures
- Work instructions
- Checklists and templates
- Training content

14. Client Interface and Communication

14.1 Pre-Inspection Alignment Meeting (PIAM)
Purpose: Align expectations and clarify inspection requirements before work commences
Timing: After contract award, before manufacturing starts
Attendees: EWT project team, client quality representative, client project manager
Agenda:
- Review specifications and quality requirements
- Review ITPs and hold/witness points
- Clarify acceptance criteria and documentation requirements
- Discuss inspection notification procedures
- Establish communication protocols
- Agree schedule for inspections

Outputs:
- PIAM minutes documenting agreements
- Updated ITPs if required
- Communication plan established

14.2 Notification to Attend Inspection
Process:
- EWT notifies client minimum 48 hours before hold points
- Notification includes: date, time, location, items to be inspected
- Client confirms attendance or provides waiver
- Inspection proceeds as scheduled with or without client attendance
- Results documented and shared with client

Notification Methods:
- Email to nominated client representative
- Phone call for urgent inspections
- Documented in project correspondence file

14.3 Remote Video Surveillance (if required)
Capability:
- EWT can facilitate remote video inspection using:
  - Video call platforms (Teams, Zoom, WhatsApp)
  - Live video streaming from workshop
  - Recorded video for review

Procedure:
- Scheduled in advance with client
- Camera positioned to show inspection clearly
- Two-way audio communication maintained
- Recording provided to client if required
- Inspector describes activities and shows objective evidence
- Client approval recorded in ITP

14.4 Client Visits and Audits
Facility Visits:
- Client welcome to visit workshop during manufacture
- Safety induction provided before entry
- PPE requirements: hard hat, safety glasses, steel-capped boots, high-vis vest
- Escort provided during visit
- Access to relevant documentation for review

Client Audits:
- No objection to client auditing EWT quality system
- Advance notice requested (minimum 1 week)
- Relevant personnel and documentation made available
- Audit findings addressed with corrective action plan
- Follow-up verification provided

14.5 Progress Reporting
Regular Updates:
- Weekly progress reports (if required by client)
- Photos of work in progress

- Status of ITPs and inspections
- Notification of issues or delays
- Schedule updates

Communication Channels:

- Email: hew@ewtplatform.com (Managing Director)
- Phone: +61 428 844 225
- Project correspondence file maintained

15. Compliance with Client Requirements

15.1 Manufacture and Supply Quality Requirements (MSQR)
EWT commits to complying with client Manufacture and Supply Quality Requirements where practicable for our scope of supply. Standard commitments include:

Requirement	EWT Response
Functional QMS based on ISO 9001:2015 principles	✓ This QMP demonstrates compliance
Provide Quality Management Plan	✓ This document
Use Inspection and Test Plans	✓ ITPs prepared for all products
Provide objective evidence for all inspections	✓ Documented in ITPs and MDR
Provide Manufacturers Data Record (MDR)	✓ MDR prepared per Section 11.2
Engage only competent personnel	✓ Section 3.3 outlines competency
Pre-qualify all suppliers	✓ Section 7.1-7.2 outlines process
Provide safety orientation for visitors	✓ Section 14.4 outlines procedure
Attend PIAM	✓ Section 14.1
Remote video surveillance capability	✓ Section 14.3
Notification to Attend Inspection process	✓ Section 14.2

Table 5: Compliance with MSQR

15.2 Deviations and Limitations
Any specific deviations from MSQR requirements are documented in the Technical Non-Conformance Register submitted with tender. Key limitations for small business:

- ISO 9001 Certification: Not currently certified, however this QMP provides equivalent system
- Full-time Quality Manager: Not engaged due to business size; quality managed by Operations Manager and Managing Director
- Formal audit program: Limited scope appropriate to business size
- Some documentation: Prepared on project-specific basis rather than maintained as ongoing library

These limitations do not prevent delivery of compliant, quality products meeting all specifications.

16. Project-Specific Application

16.1 Project Quality Plan

For each project, a Project-Specific Quality Plan may be prepared as an addendum to this QMP, including:

Project Information:

- Project name and number
- Client details
- Project location
- Scope of work summary

Applicable Standards:

- AS 1418.18 - Cranes, hoists and winches - Elevator work platforms
- AS 2550.10 - Cranes, hoists and winches - Safe use - Elevator work platforms
- AS 4991 - Lifting devices
- Other applicable standards as required by project
- Client-specific specifications and requirements

16.2 Project-Specific Requirements

Each project may have specific requirements including:

Design Requirements:

- Load capacity and performance specifications
- Structural and mechanical design standards
- Safety systems and interlocks
- Electrical and control system requirements
- Materials, coatings, and finishes

Testing Requirements:

- Load testing (typically 125% rated capacity)
- Functional testing of all systems
- Electrical testing and certification
- Commissioning procedures
- Witness testing and client hold points

Documentation Requirements:

- Design drawings and calculations
- Material certificates and traceability
- Completed ITPs with objective evidence
- Test certificates and reports
- Operation and maintenance manuals
- Manufacturers Data Record (MDR)

16.3 Project Schedule Integration

Quality activities are planned and integrated with project schedule:

- Design review and approval milestones
- Manufacturing inspection hold points
- Testing and verification stages
- Client witness points and notifications
- Final inspection and handover

Quality hold points are coordinated with client availability; written waivers obtained if client cannot attend to avoid project delays.

Approval
This Quality Management Plan has been reviewed and approved for implementation on all EWT projects.

Hew Cosmo McDonald

Managing Director
Evolving Workshop Technologies Pty Ltd

Date: 1st January 2026