

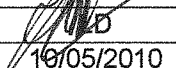



REVISION NUMBER 1		DATE: 01/03/2011
DOC NO. WWQ-COP-401	SUBJECT: QUALITY MANAGEMENT SYSTEM AND GENERAL REQUIREMENTS	PAGE NO: Page 1 of 8

Quality Management System

WWQ-COP- 401



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REVISION NUMBER 1		DATE: 01/03/2011
DOC NO. WWQ-COP-401	SUBJECT: QUALITY MANAGEMENT SYSTEM AND GENERAL REQUIREMENTS	PAGE NO: Page 2 of 8

Table of Contents

Introduction 3

1. Purpose 3

2. Scope..... 3

3. References 3

4. Document Control 4

5. Procedure..... 4

 5.1. Overview 4

 5.2. Sustainability Policy 5

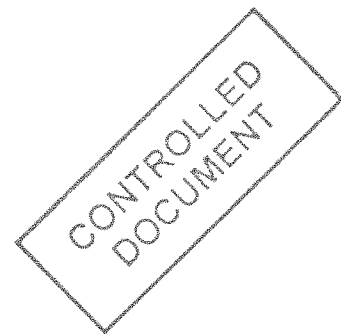
 5.3. QMS Process Model 6


 5.4. Scope of the QMS..... 6

 5.5. Management Responsibility & Structuring 7

5 Records 8

6 Revision Status..... 8



REVISION NUMBER 1		DATE: 01/03/2011
DOC NO. WWQ-COP-401	SUBJECT: QUALITY MANAGEMENT SYSTEM AND GENERAL REQUIREMENTS	PAGE NO: Page 3 of 8

Introduction

This document provides an overview of the process based Wade Walker Quality Management System(Q.M.S) with the express intention of providing the reader with an understanding of the objectives, approach to quality and continual improvement in the context of satisfying our clients through managed outcomes.

The Wade Walker leadership team has embarked on refining an integrated business management system embracing training and development, and in particular a focus on safety, health, quality and the physical environment, addressing the risks associated with each of these areas. A goal is moving from the clause based ISO 9001:1994 approach previously successfully adopted by the company to a certification in compliance with the process philosophy of ISO 9001:2008.

The benefit to stakeholders of a holistic control framework for business focus, common purpose, common terminology, simplicity in application and with an absence of duplication is recognised with this approach.

1. Purpose


The purpose of this document is evidence of structure and process design for Wade Walker (Pty) Ltd. Personnel, with the appropriate information regarding Wade Walker's (Pty) Ltd. Quality Management Systems General Requirements, ensuring the Quality Management system is documented, implemented and maintained as well as continually improving its effectiveness according to ISO 9001:2008.

2. Scope

- To identify processes needed for the quality management system and their applications throughout Wade Walker (Pty) Ltd;
- Determine the sequence and interaction of these processes;
- Determine criteria and methods needed to ensure that both the operation and control of these processes are effective;
- Wade Walker (Pty) Ltd ensures the availability of resources and information necessary to support the operation and monitoring of these processes;
- Wade Walker (Pty) Ltd monitor, measure and analyse these processes; and
- Wade Walker (Pty) Ltd implement actions necessary to achieve planned results and continual improvement of these processes.

3. References

- ISO 9000:2005 Quality management systems - Fundamentals and vocabulary
- ISO 9001:2008 Quality management systems – Requirements
- ISO 9004:2000 Quality management systems - Guidelines for performance improvements

REVISION NUMBER 1		DATE: 01/03/2011
DOC NO. WWQ-COP-401	SUBJECT: QUALITY MANAGEMENT SYSTEM AND GENERAL REQUIREMENTS	PAGE NO: Page 4 of 8

4. Document Control

Refer to Control of Documents, WWQ-PRO-001.
No Annexure referred to in this document.

5. Procedure

5.1. Overview

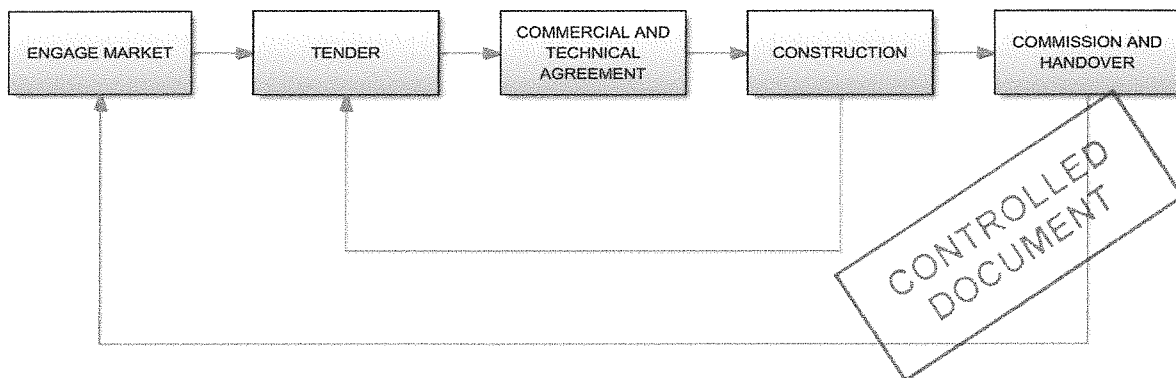
Wade Walker, based in Kyalami, Johannesburg, South Africa, is part of the Murray & Roberts Group, the leading South African engineering and contracting service provider and a global force in mining and construction.


Established in 1981, acquired by Murray & Roberts in 2006, Wade Walker has established itself as the first choice South African Electrical and Instrumentation Contractor serving mining, energy, power reticulation, industrial process and transportation clients.

The Wade Walker quality management system has been developed and implemented to ensure client satisfaction through the proper management, execution and control of the business process within an engineered culture of continual improvement by actively monitoring and measuring results.

The fundamentals driving the business model are encapsulated within the Wade Walker Sustainability Policy, as reviewed annually and approved by the Managing Director. The quality system, actions and responses draw from the policy's intentions, approach, objectives, criteria and principles

The company service delivery business model is illustrated below and quality aspects of this approach are captured in the Wade Walker Quality Manual.



REVISION NUMBER 1		DATE: 01/03/2011
DOC NO. WWQ-COP-401	SUBJECT: QUALITY MANAGEMENT SYSTEM AND GENERAL REQUIREMENTS	PAGE NO: Page 5 of 8

5.2. Sustainability Policy

Wade Walker strives at all times to be the 1st Choice South African Electrical and Instrumentation contracting company in our target markets. Our core competence is to understand our clients project requirements and our ability to deliver projects on time throughout Africa. We form and draw on strategic relationships with designers, suppliers and complementary service providers in delivering solutions.

We believe that our people, and those with whom we are involved, are entitled to a safe, healthy, fulfilling and productive life in harmony with nature.


Zero harm is an aspiration and achievement therefore a core goal. We continually strive towards our goal by imbedding behaviours and processes which improve the safety, health, environment and quality outcomes appropriate to the scale and nature of the work we do.

Our proactive business risk management approach is pivotal to meeting our stakeholders objectives, ensuring that we:

- Achieve our goal of zero accidents
- Develop a world class safety culture through engaged employees who are held accountable for their behaviours and actions
- Identify, assess and manage risks to our employees, our subcontractors, and other stakeholders in the environment in which we operate through forward planning and the allocation of necessary resources.
- Adopt company safety, health, environmental, and quality systems and best practice throughout the organization
- Comply with all legislation, client and own safety, health, environmental and quality standards
- Meet and uphold other transformational requirements including employment equity and empowerment targets
- Avoid damage to property, pollution and waste of non biodegradable resources and energy
- Maintain regular, open and honest communications with all stakeholders and communities affected by our operations
- Define accountability and responsibility so that leadership can monitor performance against targets and engage employees in continuous improvement.
- Understand our clients' objectives and requirements at the time of tender, contract award and execution.

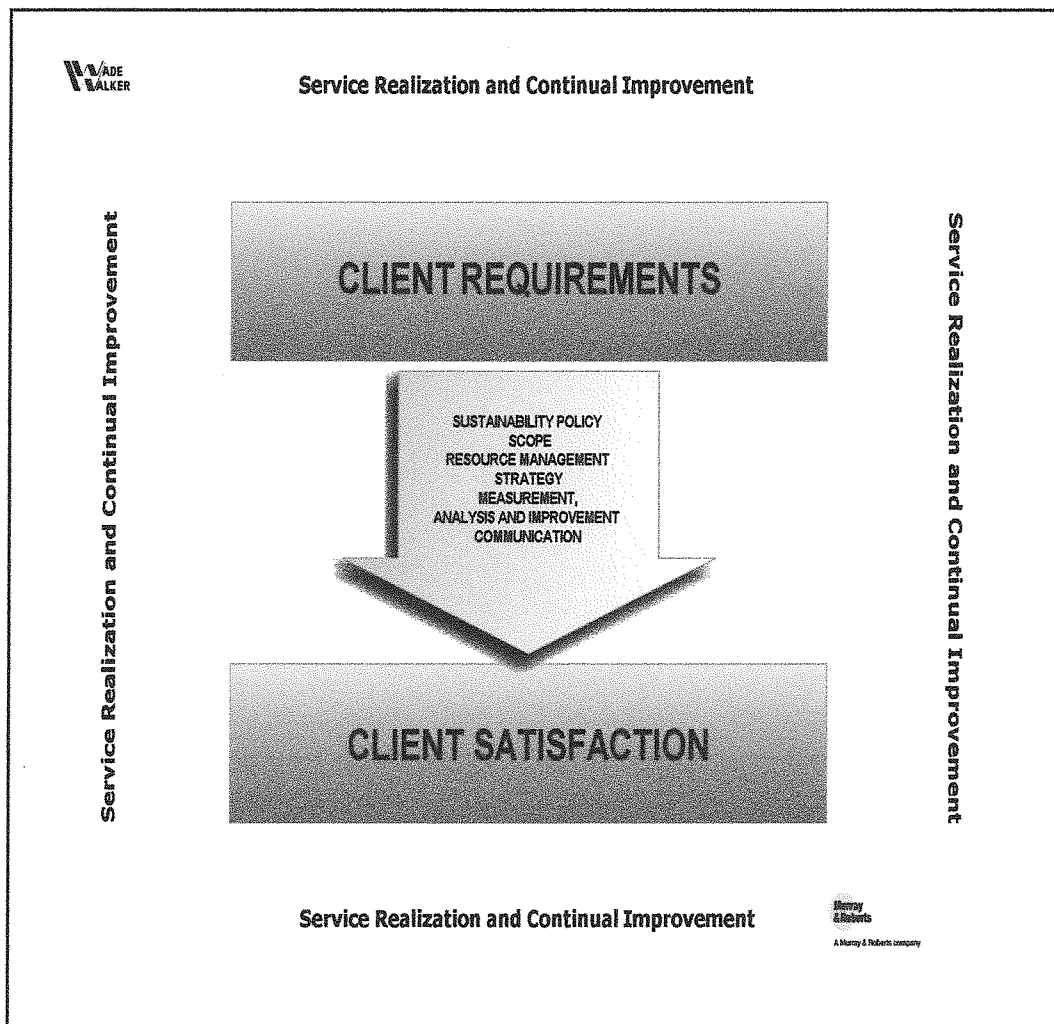
To successfully implement this policy from a quality perspective we have adopted compliance with ISO 9001:2008 as the standard for our business processes.



REVISION NUMBER 1		DATE: 01/03/2011
DOC NO. WWQ-COP-401	SUBJECT: QUALITY MANAGEMENT SYSTEM AND GENERAL REQUIREMENTS	PAGE NO: Page 6 of 8

5.3. QMS Process Model


The philosophy underpinning the QMS is one of continual improvement in adding value in delivering our services to our clients' requirements.



5.4. Scope of the QMS

Wade Walker offers best value construction solutions from market engagement through to project commissioning. Operational delivery is achieved through motivated, skilled employees who follow company best project practice with clear lines of responsibility, clear lines of communication and single point accountability.

The Head Office of Wade Walker provides direction and support services to all project sites, within and outside of the borders of South Africa.

REVISION NUMBER 1		DATE: 01/03/2011
DOC NO. WWQ-COP-401	SUBJECT: QUALITY MANAGEMENT SYSTEM AND GENERAL REQUIREMENTS	PAGE NO: Page 7 of 8

The scope of the quality system has been evaluated by the leadership team, who have concluded that the standard shall apply to all the head office functions, in all aspects with the single ISO 9001: 2008 exclusion being related to the design and development activity, as described in clause 7.3.

This exclusion does not affect Wade Walker's ability, or responsibility to deliver on its contracted construction obligations, thereby delivering value in meeting customer, statutory and regulatory requirements. Any subcontracted electrical engineering design activities will be through ISO 9001:2008 accredited consultancy services, with Professional Engineer sign off, or depending on the nature of the design be quality managed in terms of the "Sub-contracted Design and Development Procedure"

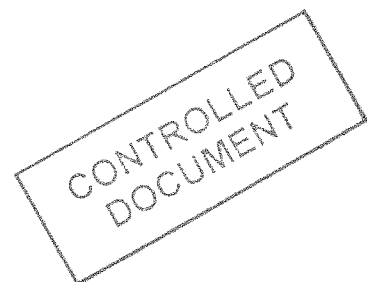
5.5. Management Responsibility & Structuring

Management, in the form of the leadership team, has the responsibility to lead the business in all aspects, and in the context of the QMS specific commitments to:

- Define management objectives.
- Communicate management objectives.
- Meet regulatory requirements.
- Meet customer requirements.
- Conduct management reviews.
- Provide necessary resources.
- Strive for continual improvement.

Management continuously review organizational effectiveness and have structured to deliver on their commitments as illustrated below.

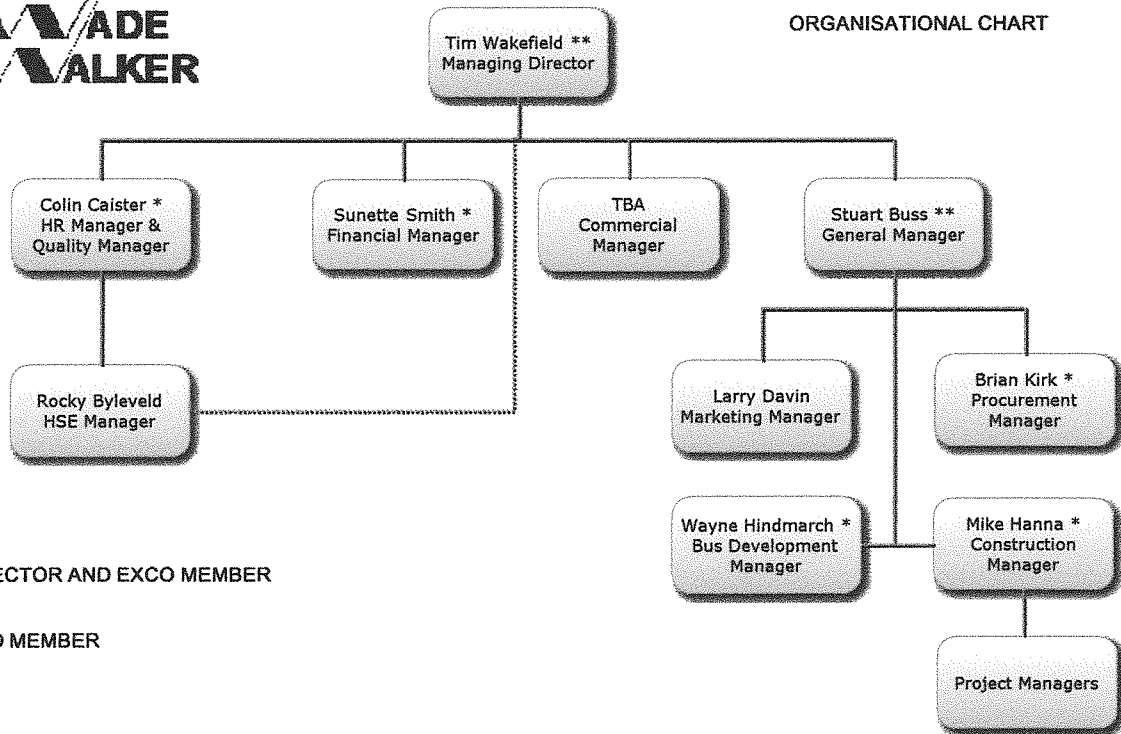
The champion appointed for the QMS system has an additional portfolio within the company, that of external market engagement, which integrates well with providing feedback on client satisfaction and service delivery.



REVISION NUMBER 1	WADE WALKER	DATE: 01/03/2011
DOC NO. WWQ-COP-401	SUBJECT: QUALITY MANAGEMENT SYSTEM AND GENERAL REQUIREMENTS	PAGE NO: Page 8 of 8



ORGANISATIONAL CHART



** DIRECTOR AND EXCO MEMBER

* EXCO MEMBER

Site Management is project specific and under the leadership of the project managers arrangements are determined at the time of tender and subsequent delivery phases throughout the life of the project, based on the contractual and operational needs to deliver contractual obligations to the clients requirements.

5 Records

No specific records generated as a result of this procedure.

6 Revision Status

Revision Number	Clause(s) Amended	Pages Re-Issued	Revision Details
1	5.5 Management Responsibility	All	Organisational Chart Changed
2			

