



IMTRAM

**DYNAMIC
AND CREATIVE
IDEAS FOR RAIL**

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14th February 2022

QUALITY ASSURANCE

QUALITY MANUAL

Conforms to ISO 9001:2015

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IMTRAM PTY LTD (IMTRAM.com)

IMTRAM@IMTRAM.com



SERVICE



RELIABILITY



INNOVATION



SAFETY



ENVIRONMENT



TRAINING



HIRE

Quality Assurance Quality Manual

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Revision History and Approval

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1. Welcome to IMTRAM Pty Ltd

IMTRAM Pty Ltd was established in 1985 to participate in the design of new trams for Melbourne, Australia. From that beginning, the company has expanded its operations to South East Asia and has become the area representative for a number of major international equipment suppliers to the light and heavy rail industries.

IMTRAM is now a leading consultant, providing solutions for the rail industry with extensive experience in the design and commissioning of rolling stock and assemblies.

As a small family run business IMTRAM is flexible and responsive. We strive to deliver solutions that are:

- Innovative
- Relevant
- Value for money

The business achieves this through the following:

- Design and manufacture of quality components
- Repair and overhaul services, as well as on-track support
- Sourcing carefully selected products to meet the standards our customers expect.

In representing key technologies from overseas, IMTRAM acts in the role of sole distributor. The range of products is relatively diverse (but always within the rail industry) because one of the key factors in our success has been the sourcing of new emerging technologies that fulfills a need in the specialised industry

2. About the IMTRAM Quality Manual

This manual is prepared for the purpose of defining the company's interpretations of the ISO 9001:2015 international standard, as well as to demonstrate how the company complies with that standard.

This manual presents "Notes" which are used to define how IMTRAM has tailored its management system to suit its purposes. These are intended to clarify implementation approaches and interpretations for concepts which are not otherwise clearly defined in ISO 9001:2015. Where subordinate or supporting documentation is referenced in this manual, these references are indicated by ***bold italics***.

3. Terms and Definitions

IMTRAM adopts the following terms and definitions within its Quality Management System. Where no definition is provided, the company typically adopts the definitions provided in **ISO 9000: Quality Management – Fundamentals and Vocabulary**. In some cases, specific procedures or documentation may provide a different definition to be used in the context of that document; in such cases, the definition will supersede those provided for in this Quality Manual or ISO 9000.

3.1. General Terminology

IMTRAM: IMTRAM Pty Ltd

Document: written information used to describe how an activity is done.

Record: captured evidence of an activity having been done.

Risk-Based Thinking: a process referred to in 9001 whereby issues or processes are subject to a likelihood and consequence method that determines level of risk and therefore encourages a commensurate level of control.

Risk: Negative effect of uncertainty

Opportunity: Positive effect of uncertainty

Uncertainty: A deficiency of information related to understanding or knowledge of an event, its consequence, or likelihood. (Not to be confused with measurement uncertainty.)

Non-conforming Product: where a product or service is found to be not to company or customer specifications.

Non-conforming Output: where a process results in an out of specification outcome

Rework: Efforts to bring nonconforming product into conformance through additional operations that do not alter the original design of the product.

Repair: Efforts to bring nonconforming product into conformance through additional operations that alter the original design of the product; this may be through the addition of material not specified in the original design, or through altering pre-existing design features.

Scrap / Recycle: Non-conforming product is scrapped or recycled when it is unsuitable for rework or repair.

4. Context of the Organization

4.1. Understanding the Organisation and its Context

IMTRAM has reviewed and analyzed key aspects of the company and its stakeholders to determine the strategic direction of the company. This requires understanding internal and external issues that are applicable to IMTRAM and its interested parties (per 4.2 below). The interested parties are identified per the document ***Procedure - Context of the Organisation***.

Such issues are monitored and updated as appropriate and discussed as an input to management review.

4.2. Understanding the Needs and Expectations of Interested Parties

The issues determined in 4.1 above are identified through an analysis of risks facing IMTRAM and its interested parties. "Interested parties" are those stakeholders who receive our Products or Services, or who may be impacted by them, or those parties who may otherwise have a significant interest in our company. These parties are identified in the document [Procedure - Context of the Organisation](#).

This information is used by senior management to determine the company's strategic direction. This is defined in records of management review, and periodically updated as conditions and situations change.

4.3. Determining the Scope of the Quality Management System

Based on an analysis of the above issues of concern, interests of stakeholders, and in consideration of its products and services, IMTRAM has determined the scope of the management system as follows:

"The manufacture, supply and service of specialty products to the rail and oil and gas industry."

The quality system applies to all processes, activities and employees within the company. The facility is located at:

37 Bond Street
Ringwood VIC 3134
www.IMTRAM.com

The company claims exclusion to clause 8.3 Design and Development of Products and Services from the ISO 9001 standard. Because the business acts as an intermediary between our supplier and customer to ensure needs are met, but does not take on the design responsibility.

4.4. Quality Management System and its Processes

4.4.1. Process Identification

IMTRAM has adopted a process approach for its management system. By identifying the top-level processes within the company, and then managing each of these discretely, this reduces the potential for Nonconforming Products and Services discovered during final processes or after delivery. Instead, nonconformities and risks are identified in real time, by actions taken within each of the top-level processes.

Note: not all activities are considered “processes” – the term “process” in this context indicates the activity has been elevated to a higher level of control and management oversight. The controls indicated herein are applicable only to the top-level processes identified.

The following top-level processes have been identified for IMTRAM:

- Administration
 - Purchasing
 - Finance Policy
- Operations
- Sales and Marketing
- Monitoring
 - CARS and SCARs
 - Management Reviews
 - All logs including, Calibration, Internal Audits
 - Data collection, client satisfaction, and resource allocation.
- HR incl manual, training, Position Descriptions, Resourcing
- Safety and Environment

Each process may be supported by other activities, such as tasks or sub-processes. Monitoring and control of top-level processes ensures effective implementation and control of all subordinate tasks or sub-processes.

The sequence of interaction of these processes is illustrated in Appendix A. Appendix A shows operational process sequence.

4.4.2. Process Controls & Objectives

Each process has at least one objective established for it; this is a statement of the intent of the process. Each objective is then supported by at least one “metric” or key performance indicator (KPI) which is then measured to determine the process’ ability to meet the quality objective.

Throughout the year, metrics data is measured and gathered by assigned personnel, process owners or other assigned managers, in order to present the data to Senior Management. The data is then analyzed by Senior Management in order that they Senior Management may set goals and make adjustments for the purposes of long-term continual improvement.

See Business Objectives Register

Metrics, along with the current status and goals for each objective, are recorded in records of management review.

When a process does not meet a goal, or an unexpected problem is encountered with a process, the corrective action process is implemented to research and resolve the issue. In addition, opportunities for improvement are sought and implemented, for the identified processes.

4.4.3. Outsourced Processes

Any process performed by a third party is considered an “outsourced process” and is controlled. The company’s outsourced processes are managed through the **Supplier procedure**.

The type and extent of control to be applied to the outsourced process take into consideration:

- a) the potential impact of the outsourced process on the company’s capability to provide product that conforms to requirements,
- b) the degree to which the control for the process is shared,
- c) the capability of achieving the necessary control through the purchasing contract requirements.

The level of control of outsourced processes is commensurate with the risk to the business.

5. Leadership

5.1. Leadership & Commitment

5.1.1. General

Senior Management of IMTRAM provides evidence of its leadership and commitment to the development and implementation of the management system and to continually improving its effectiveness by:

- a) taking accountability of the effectiveness of the management system;
- b) ensuring that the **Quality Policy** and quality objectives are established for the management system and are compatible with the strategic direction and the context of the organization;
- c) ensuring the integration of the management system requirements into the organization's other business processes, as deemed appropriate (see note);
- d) promoting awareness of the process approach;
- e) ensuring that the resources needed for the management system are available;
- f) communicating the importance of effective quality management and of conforming to the management system requirements;
- g) ensuring that the management system achieves its intended results;
- h) engaging, directing and supporting persons to contribute to the effectiveness of the management system;
- i) promoting continual improvement;
- j) supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

5.1.2. Customer focus

Senior Management of IMTRAM adopts a 'customer-first' approach which ensures that customer needs and expectations are determined, converted into requirements and are met with the aim of enhancing customer satisfaction.

This is accomplished by assuring:

- a) customer and applicable statutory and regulatory requirements are determined, understood and consistently met;
- b) the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed;
- c) the focus on enhancing customer satisfaction is maintained
- d) by managing the risk and opportunity register
- e) monitoring on time and in spec performance through regular meetings.

5.2. Policy

Senior Management has developed the Quality Policy, defined in section 3.0 above, that governs day-to-day operations to ensure quality.

The quality policy intent is communicated through team meetings, training and performance reviews.

The CAR system, growth and customer satisfaction all indicate the application of the policy in the business' day to day operation and culture.

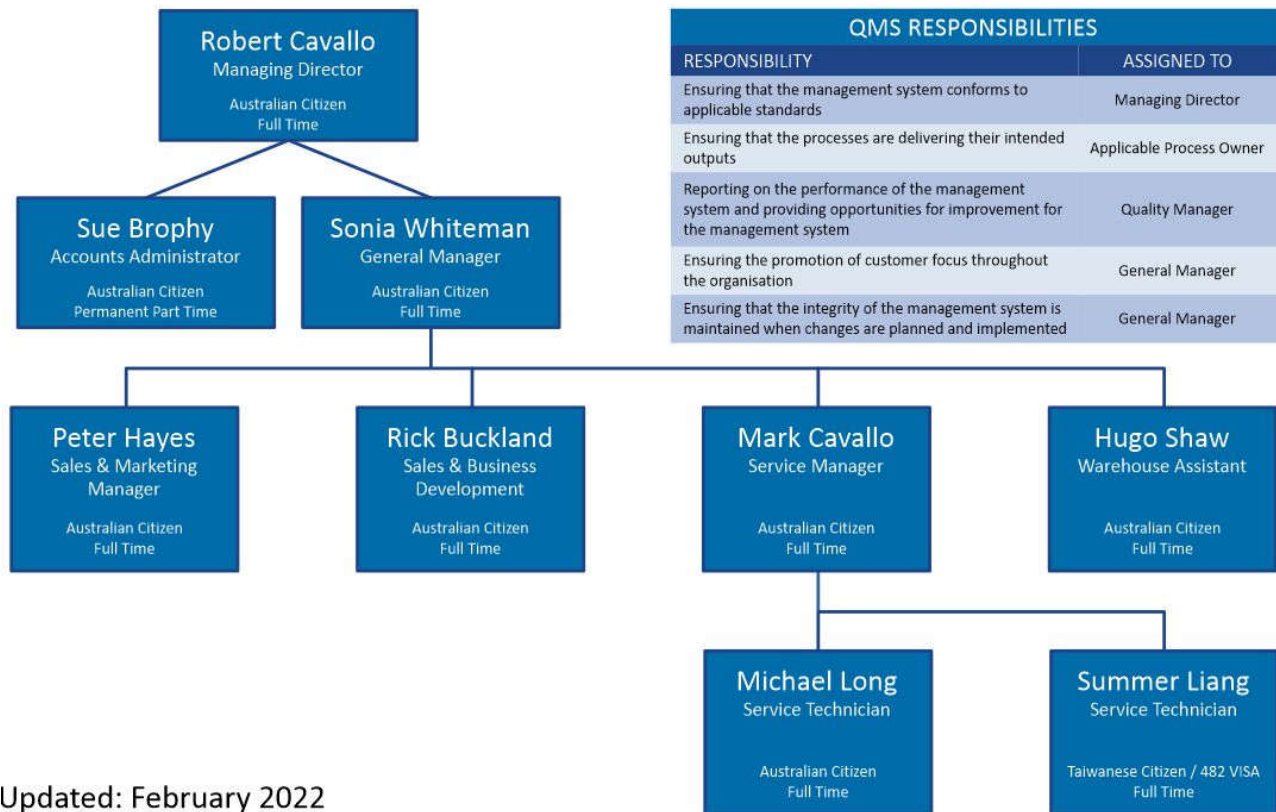
The Quality Policy of IMTRAM is as follows:

- Provide products and services of the highest possible standards, to satisfy our customer needs, expectations of quality, safety, reliability and service.
- Accomplish quality objectives by establishing, implementing and maintaining a documented effective Quality Assurance System which complies with the requirements of ISO 9001 and applicable statutory and other requirements.
- Create a culture of continuous improvement that focuses on quality outcomes

5.3. Organisational Roles Responsibilities and Authorities

Senior Management has assigned responsibilities and authorities for all relevant roles in the company. These are communicated through the combination of the **Organisational Chart**, **Authorisation Levels** and Position Descriptions.

IMTRAM ORGANISATION CHART



QMS RESPONSIBILITIES	
RESPONSIBILITY	ASSIGNED TO
Ensuring that the management system conforms to applicable standards	Managing Director
Ensuring that the processes are delivering their intended outputs	Applicable Process Owner
Reporting on the performance of the management system and providing opportunities for improvement for the management system	Quality Manager
Ensuring the promotion of customer focus throughout the organisation	General Manager
Ensuring that the integrity of the management system is maintained when changes are planned and implemented	General Manager

Updated: February 2022

The Accounts Administrator has been assigned the role of QMS Manager.

6. Planning

6.1. Actions to Address Risks and Opportunities

IMTRAM views “uncertainty” as neutral, but defines “risk” as a negative effect of uncertainty, and “opportunity” as a positive effect of uncertainty. IMTRAM has elected to manage risks and opportunities separately, except where they may overlap. Formal risk management may not be utilized in all instances; instead, the level of risk assessment, analysis, treatment and recordkeeping will be performed to the level deemed appropriate for each circumstance or application. See the **Risk and Opportunity Register**.

6.2. Quality Objectives and Planning to Achieve Them

As part of the adoption of the process approach, IMTRAM utilizes its process objectives, as discussed in 4.4 above, as the main quality objectives for the QMS. These include overall product-related quality objectives; additional product-related quality objectives may be defined in work instructions or customer requirements. Refer to the **Register - Business Objectives**.

Upper level objectives are communicated at each function and level. Targets are communicated and set through annual reviews and regular team meetings, as well as Management Review meetings.

The process objectives have been developed in consideration that they:

- a) be consistent with the quality policy;
- b) be measurable;
- c) take into account applicable requirements;
- d) be relevant to conformity of products and services and to enhancement of customer satisfaction;
- e) be monitored;
- f) be communicated;
- g) be updated as appropriate.

Process quality objectives are defined in the minutes of management review per section 9.3 below.

The planning of process quality objectives is defined in section 4.4. above.

6.3. Planning of Changes

Changes to the quality management system and its processes are carried out in a planned manner per the procedure [Change Management Document](#).

7. Support

7.1. Resources

7.1.1. General

IMTRAM determines and provides the resources needed:

- a) to implement and maintain the management system and continually improve its effectiveness
- b) to enhance customer satisfaction by meeting customer requirements

Resource allocation is done with consideration of the capability and constraints on existing internal resources, as well as needs related to supplier expectations.

Resources and resource allocation are assessed by senior management in the course of business and during management reviews.

7.1.2. People

Senior management ensures that it provides sufficient staffing for the effective operation of the management system, as well its identified processes.

7.1.3. Infrastructure

IMTRAM determines, provides and maintains the infrastructure needed to achieve conformity to product requirements. Infrastructure includes, as applicable:

- a) buildings, workspace and associated facilities;
- b) process equipment, hardware and software;
- c) supporting services such as transport;
- d) information and communication technology.

7.1.4. Environment for the Operation of Processes

IMTRAM provides a clean, safe and well-lit working environment. The Senior Management Team of IMTRAM manages the work environment needed to achieve conformity to product requirements. Specific environmental requirements for products are determined during quality planning and are documented in subordinate procedures, work instructions, or job documentation. Where special work environments have been implemented, these shall also be maintained per 6.3 above.

Human factors are considered to the extent that they directly impact on the quality of Products or Services.

IMTRAM has documented policies in the **Safety Manual** and **HR Policy Manual** in support of OH&S, applicable compliance; encourages the benefits of improved quality performance and the development of a happy team.

7.1.5. Monitoring and Measuring Resources

Where equipment is used for critical measurement activities, such as inspection and testing, these shall be subject to control and either calibration or verification; see the procedure **Calibration Proc.**

7.1.6. Organizational Knowledge

IMTRAM also determines the knowledge necessary for the operation of its processes and to achieve conformity of products and services. This may include knowledge and information obtained from:

- a) internal sources, such as lessons learned, feedback from subject matter experts, and/or intellectual property;
- b) external sources such as standards, academia, conferences, and/or information gathered from customers or suppliers.

This knowledge shall be maintained and made available to the extent necessary.

Product or customer or supplier specific information determined to be necessary to be retained is kept on the company server under folders named by customer and supplier. This may include Product Specification sheets, drawings and Safety Data Sheets.

When addressing changing needs and trends, IMTRAM shall consider its current knowledge and determine how to acquire or access the necessary additional knowledge.

7.2. Competence

Staff members performing work affecting product quality are competent on the basis of appropriate education, training, skills and experience. The documented procedure **Training Proc.** defines these activities in detail.

7.3. Awareness

Training and subsequent communication ensure that staff are aware of:

- a) the quality policy;
- b) relevant quality objectives;
- c) their contribution to the effectiveness of the management system, including the benefits of improved performance;
- d) the implications of not conforming with the management system requirements and the benefits of improved quality performance.

This is achieved through regular team meetings held weekly. In addition, performance appraisals provide feedback and opportunities for improvement/development for each team member.

7.4. Communication

Senior Management of IMTRAM ensures internal communication takes place regarding the effectiveness of the management system. Internal communication methods include:

- a) use of corrective action processes to report nonconformities or suggestions for improvement
- b) use of the results of analysis of data
- c) meetings (periodic, scheduled and/or unscheduled) to discuss aspects of the QMS
- d) use of the results of the internal audit process
- e) regular company meetings with all employees including weekly morning meetings where CARs, SCARs and other aspects of the QMS are discussed
- f) internal emails
- g) memos to employees; noticeboard use
- h) IMTRAM's "open door" policy which allows any employee access to Senior Management for discussions on improving the quality system.
- i) performance appraisals further reinforcing the awareness clause

7.5. Documented Information

The management system documentation includes both documents and records. The top level processes are reflected in the document structure on the server.

Note: the ISO 9001:2015 standard uses the term "documented information"; IMTRAM does not use this term, but instead relies on the terms "document" and "record" to avoid confusion. In this context the terms are defined by IMTRAM as provided for in section 3.0 above. Documents and records undergo different controls as defined herein.

The extent of the management system documentation has been developed based on the following:

- a) The size of IMTRAM
- b) Complexity and interaction of the processes
- c) Risks and opportunities
- d) Competence of personnel

Documents required for the management system are stored on the IMTRAM Server where only IMTRAM employees can access them.

They are filed according to key business processes. Documents have an approved format which is controlled, reviewed and approved by the Quality Manager. All documented procedures are established, documented, implemented, and maintained by the Quality Manager. Document naming convention is approved by the Quality Manager and follows a pattern as follows:

PROCESS	OP	Operations
DOCUMENT TYPE	PO	Procedure
REVISION NUMBER	01	Latest Revision
DATE	11/18	Month/Year
DESCRIPTION	Calibration	Document Description

Retention of documents is as follows:

FINACIAL RECORDS	7 Years
HR RECORDS	Indefinitely
OPERATIONAL	Indefinitely
MANAGEMENT SYSTEMS	1 Year (EG. Minutes)
IT PLAN	See the IT Plan for back-up and retrieval.

These controls are applicable to those records which provide evidence of conformance to requirements; this may be evidence of Product or Service requirements, contractual requirements, procedural requirements, or statutory/regulatory compliance. In addition, quality records include any records which provide evidence of the effective operation of the management system.

External Documents are managed in accordance with the **External Documents Register**.

Confidential documents are stored in locked drawers or offices. Document integrity is controlled through business authorities and password security.

8. Operation

8.1. Operational Planning and Control

IMTRAM plans and develops the processes needed for realization of its Products and Services in the Rail and Oil and Gas industry.

IMTRAM identifies industry needs for specialized products and equipment. These are sourced from leading manufacturers from across the globe.

To satisfy this our key functions are Sales and Marketing, Purchasing and Operations.

Whilst IMTRAM acts as the intermediary between the manufacturer and customer to ensure products meet customer needs, a key internal function is Quality Control, product preservation and in time delivery.

Planning is consistent with the requirements of the other processes of the management system. Such planning considers the information related to the context of the organization (see section 2.0 above), current resources and capabilities, as well as Product or Service requirements.

Such planning is accomplished through:

- a) determining customer requirements for the Products or Services;
- b) establishing criteria for the processes and the acceptance of Products or Services;
- c) determining the resources needed to achieve conformity to the Product or Service requirements;
- d) implementing control of the processes in accordance with the criteria;
- e) determining, maintaining and retaining documented information to the extent necessary to have confidence that the processes have been carried out as planned and to demonstrate the conformity of Products or Services to their requirements.

Changes to operational processes are made in accordance with the document [Change Management](#).

Outsourced processes and the means by which IMTRAM controls them are defined in the **Procedure – Supplier Management**.

8.2. Requirements for Products and Services

8.2.1. Customer Communication

IMTRAM has implemented effective communication with customers in relation to:

- a) providing information relating to Products or Services through mediums such as;
 - a. Website
 - b. Brochures
 - c. Conferences
 - d. Referrals from customers and suppliers
 - e. Customer site visits
- b) handling enquiries, contracts or orders, including changes; see **Procedure – Quoting and Orders**
- c) obtaining customer feedback relating to products and services, including customer complaints;
- d) handling or controlling customer property; see Procedure – Control of Third Party property and Procedure - Shipping
- e) establishing specific requirements for contingency actions, when relevant. see **Procedure – Quoting and Orders**

8.2.2. Determining the Requirements Related to Products and Services

During the intake of new business IMTRAM captures:

- a) requirements specified by the customer, including the requirements for delivery and post-delivery activities;
- b) requirements not stated by the customer but necessary for specified or intended use, where known
- c) statutory and regulatory requirements related to Products or Services;
- d) any additional requirements determined by IMTRAM.

These activities are defined in greater detail in the procedure **Quoting and Orders**.

8.2.3. Review of Requirements Related to Products and Services

Once requirements are captured, IMTRAM reviews the requirements prior to its commitment to supply the Product or Service. This review ensures that IMTRAM has the capability and capacity to:

- a) meet all requirements specified by the customer, including requirements for delivery and post-delivery activities;
- b) meet any requirements not stated by the customer, but which IMTRAM knows as being necessary;
- c) meet all requirements determined necessary by IMTRAM itself;
- d) meet all related statutory and regulatory requirements;
- e) meet any contract or order requirements differing from those previously expressed (i.e., from a previous IMTRAM quote).

These activities are defined in greater detail in the procedure **Quoting and Orders**.

8.2.4. Changes to Requirements for Products and Services

IMTRAM updates all relevant requirements and documents when the requirements are changed, and ensures that all appropriate staff are notified; see the documented procedure **Change Management and Quoting and Orders**.

8.3. Design and Development of Products and Services

The company claims exclusion to clause 8.3 Design and Development of Products and Services from the ISO 9001 standard. Because the business acts as an intermediary between our supplier and customer to ensure needs are met but does not take on the design responsibility.

8.4. Control of Externally Provided Processes, Products and Services

IMTRAM ensures that purchased Products or Services conform to specified purchase requirements. The type and extent of control applied to the supplier and the purchased products or services are dependent on the effect on subsequent Products or Services realization or the final product.

IMTRAM evaluates and selects suppliers based on their ability to supply products and services in accordance with the organization's requirements. Criteria for selection, evaluation and re-evaluation are established and documented in the **Procedure – Purchasing**. In accordance with risk, key suppliers are subject to performance monitoring and results are communicated to the management review meeting.

Purchases are made via the release of formal purchase orders and/or contracts which clearly describe what is being purchased. Received products or services are then verified against requirements to ensure satisfaction of requirements. Suppliers who do not providing conforming products or services may be requested to conduct formal corrective action.

These activities are further defined in the documents **Purchasing Proc.** and **Receiving Proc and Procedure - Quality Control and Procedure - SCAR.**

8.5. Production and Service Provision

8.5.1. Control of Production and Service Provision

IMTRAM provides assembly and repair and overhaul services to the rail industry. To control its provision of Products or Services, IMTRAM considers, as applicable, the following:

- a) the availability of documents or records that define the characteristics of the Products or Services as well as the results to be achieved;
 - a. see drawings, specifications and QA Checklists
 - b. Work Instructions
- b) the availability and use of suitable monitoring and measuring resources; see **Procedure - Calibration**
- c) the implementation of monitoring and measurement activities; as per work instructions
- d) the use of suitable infrastructure and environment;
- e) the appointment of competent persons, including any required qualifications; see Training register and Competency Assessments
- f) the validation and revalidation of special processes if applicable (see below);
- g) the implementation of actions to prevent human error;
- h) the implementation of release, delivery and post-delivery activities. See Procedure Receiving, Quality Control

8.5.2. Identification and Traceability

Where appropriate, IMTRAM identifies its Product or Service or other critical process outputs by suitable means. Such identification includes the status of the Product or Service with respect to monitoring and measurement requirements. Unless otherwise indicated as nonconforming, pending inspection or disposition, or some other similar identifier, all Product or Service shall be considered conforming and suitable for use.

If unique traceability is required by contract, regulatory, or other established requirement, IMTRAM controls and records the unique identification of the Product or Service.

The documented procedure [**Identification & Traceability Proc. Title**] defines these methods in detail.

8.5.3. Property Belonging to Customers or External Providers

IMTRAM exercises care with customer or supplier property while it is under the organization's control or being used by the organization. Upon receipt, such property is identified, verified, protected and safeguarded. If any such property is lost, damaged or otherwise found to be unsuitable for use, this is reported to the customer or supplier and records maintained.

For customer intellectual property, including customer furnished data used for design, production and / or inspection, this is identified by customer and maintained and preserved to prevent accidental loss, damage or inappropriate use.

This activity is defined in greater detail in the document [**Customer Property Proc. Title**].

8.5.4. Preservation

IMTRAM preserves conformity of product or other process outputs during internal processing and delivery. This preservation includes identification, handling, packaging, storage, and protection. Preservation also applies to the constituent parts of a product. Timber pallets, protective packaging and labels are some of the ways parts and product are preserved from damage. Couriers are selected for their performance of goods in transit.

The documented procedure **Preservation** defines the methods for preservation of product.

8.5.5. Post-Delivery Activities

Post-delivery activities are conducted in compliance with the management system defined herein. In determining the extent of post-delivery activities that are required, IMTRAM considers:

- a) statutory and regulatory requirements;
- b) the potential undesired consequences associated with its Products or Services;
- c) the nature, use and intended lifetime of its Products or Services;
- d) customer requirements; see Quality Control procedure
- e) customer feedback through email and visits to follow-up performance/satisfaction.

Any post-delivery issues are recorded in the CAR system and are generally derived through customer feedback and visits to the customer. Where a product has been purchased for resale, the warranty is covered by the original manufacturer.

Standard sale Terms and Conditions in progress.

8.5.6. Control of Changes

IMTRAM reviews and controls both planned and unplanned changes to processes to the extent necessary to ensure continuing conformity with all requirements.

Customer changes to orders are handled through the **Procedure – Orders and Quoting**

Process change management is defined in the document **Change Management**.

Documents are changed in accordance with clause 7.5.2.

8.6. Release of Products and Services

Acceptance criteria for Products or Services are defined in appropriate subordinate documentation. Reviews, inspections and tests are conducted at appropriate stages to verify that the requirements have been met. This is done before Products or Services are released or services are delivered.

Each process utilizes different methods for measuring and releasing Products or Services. These methods are defined in [Procedure – Quality Control](#).

Where this fits into the business procedures is documented in the Operational Overview, on the board in the workshop.

8.7. Control of Nonconforming Outputs

IMTRAM ensures that Products or Services or other process outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery.

The controls for such nonconformances are defined in [Control of NCP](#) and **Service**.

9. Performance Evaluation

9.1. Monitoring, Measurement, Analysis and Evaluation

9.1.1. General

IMTRAM has determined which aspects of its quality management system must be monitored and measured, as well as the methods to utilize and records to maintain, within this Quality Manual and subordinate documentation.

Refer to **Business Objectives Register**

Monitoring and measurement of the processes, as defined in 4.4 above, ensure that the Senior Management Team evaluates the performance and effectiveness of the quality management system itself.

9.1.2. Customer Satisfaction

As one of the measurements of the performance of the management system, IMTRAM monitors information relating to customer perception as to whether the organization has met customer requirements. The key method of achieving this is through the CAR system. However, other methods for obtaining and using this information may include:

- recording customer complaints
- product rejections or returns
- value of repeat orders for product
- changing volume of orders for product
- cost of non-conformance

The corrective action system is used to develop and implement plans for customer satisfaction improvement that address deficiencies identified by these evaluations, and assess the effectiveness of the results.

9.1.3. Analysis and Evaluation

IMTRAM analyzes and evaluates the data and information arising from monitoring and measurement in order to evaluate:

- a) conformity of Products and Services;
- b) the degree of customer satisfaction;
- c) the performance and effectiveness of the quality management system;
- d) if planning has been implemented effectively;
- e) the effectiveness of actions taken to address risks and opportunities;
- f) the performance of external providers;
- g) the need for improvements to the quality management system.

Refer to Business Objectives, Risk and Opportunities Register and Management Meetings.

Most of this data is captured through the CAR system and reviewed during Management Reviews and Team meetings.

9.2. Internal Audit

IMTRAM conducts internal audits at planned intervals to determine whether the management system conforms to contractual and regulatory requirements, to the requirements of ISO 9001, and to management system requirements. Audits also seek to ensure that the management system has been effectively implemented and is maintained.

These activities are defined in the document [MM-P06-00-0718 - Internal Auditing](#)

9.3. Management Review

The Senior Management Team reviews the management system, at planned intervals, to ensure its continuing suitability, adequacy and effectiveness. The review includes assessing opportunities for improvement, and the need for changes to the management system, including the **Quality Policy** and quality objectives.

Management review frequency, agenda (inputs), outputs, required members, actions taken and other review requirements are defined in the documented procedure **Management Review Proc.**

Records from management reviews are maintained electronically.

10. Improvement

10.1. General

IMTRAM uses the management system to improve its processes, products and services. Such improvements aim to address the needs and expectations of customers as well as other interested parties, to the extent possible.

Improvement shall be driven by an analysis of data related to:

The results of analysis shall be used to evaluate:

- h) conformity of products and services;
- i) the degree of customer satisfaction;
- j) the performance and effectiveness of the management system;
- k) the effectiveness of planning;
- l) the effectiveness of actions taken to address risks and opportunities;
- m) the performance of external providers;
- n) other improvements to the management system.

Improvement is evidenced in, Cars, SCARs, Register – Risk and Opportunities, Management Meeting Minutes, Internal Audit results, Team Briefings, Customer anecdotal evidence, meeting business objectives as per objectives register.

10.2. Nonconformity and Corrective Action

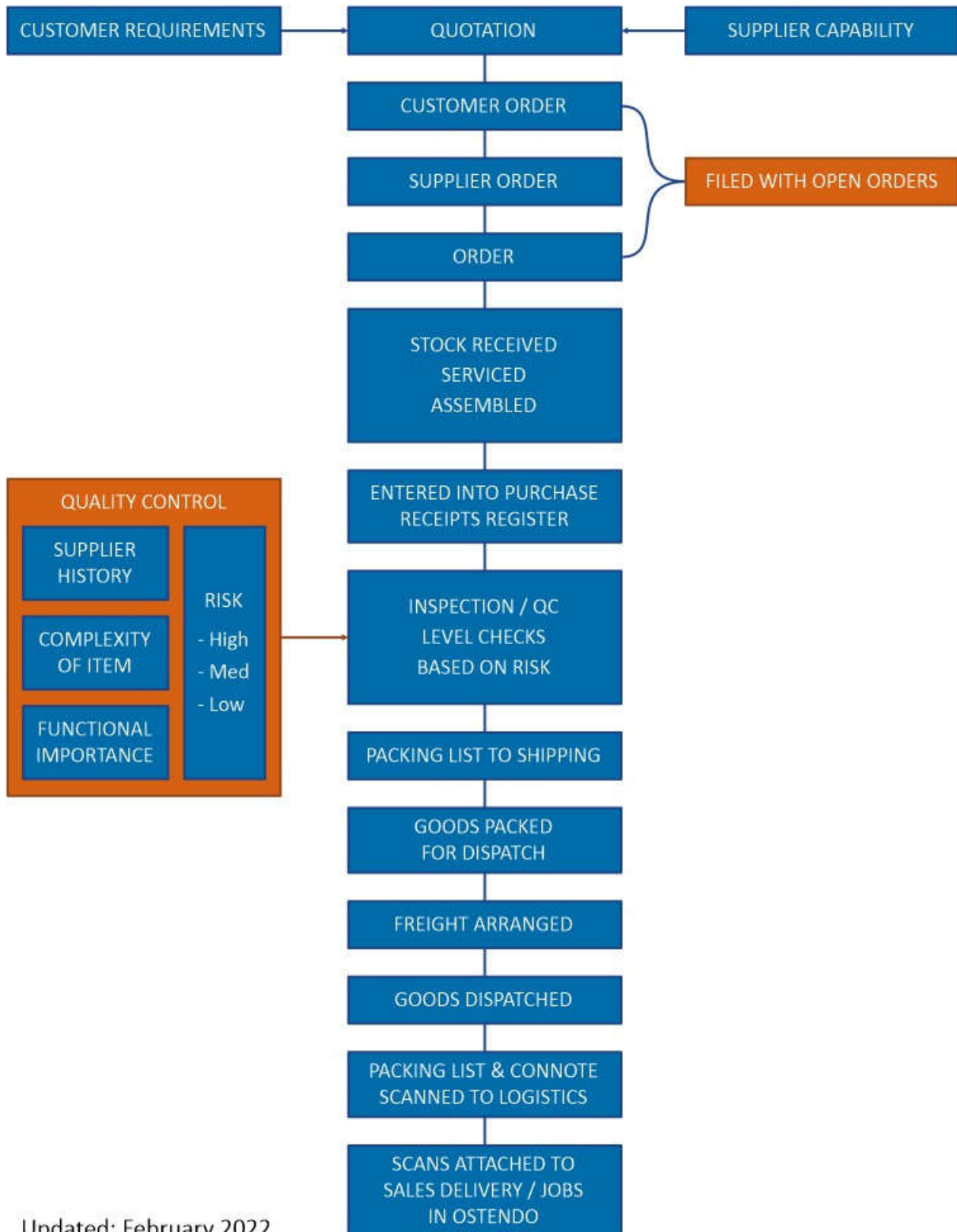
IMTRAM takes corrective action to eliminate the cause of nonconformity in order to prevent recurrence. Likewise, the company takes preventive action to eliminate the causes of potential nonconformities in order to prevent their occurrence.

These activities are done through the use of the formal Corrective Action **CAR Form and SCAR Form** system, and are defined in the document **Corrective Preventive Action**.

10.3. Continual Improvement

Through the process effectiveness reviews, done as part of Management Review, IMTRAM works to continually improve the suitability, adequacy and effectiveness of the quality management system. This includes seeking opportunities for improvement. Refer Improvement section above.

11. IMTRAM Operational Process



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12. IMTRAM Continual Improvement

