

PUBLIC

# Quality Assurance Policy

## 1 Purpose

The purpose of the Policy is to:

- assure conformance of products or services to the requirements specified by Queensland Government agencies.
- encourage industry development through the adoption of management systems that assures quality to customers and improvements in efficiency for suppliers.

It is intended that Queensland will have a fully quality assured supply chain of suppliers providing products classed as 'High Risk'.

The Queensland Government's revised Quality Assurance Policy (the Policy) applies to all state government departments and statutory bodies (hereafter collectively referred to in this Policy as Government agencies) as those expressions are defined in the *Financial Accountability Act 2009*.

The Policy applies to the purchase of all products from:

- manufacturers, stockists, agents, merchants and distributors (including suppliers of overseas product)
- construction contractors
- services suppliers and contractors including the suppliers of professional and technical consultancy services, suppliers of maintenance and repair services and suppliers of on-going routine services to agencies.

## 2 Policy statement

Government agencies shall specify Quality Assurance (QA) systems aligned with or based on internationally recognised standards except where risk analysis allows the acceptance of informal QA systems.

Government agencies shall select suppliers on their ability to meet the specified QA requirements.

Government agencies do not require QA for purchases less than \$100 000 except if determined by Government or a Government agency to be a 'high risk' purchase.

For purchases of \$100 000 or more, agencies are to determine the associated risk of the purchase and specify QA requirements according to the following risk table:

<b>Risk level</b>	<b>Requirement</b>
<b>Low</b>	<ul style="list-style-type: none"><li>• no quality assurance requirement</li></ul>
<b>Moderate</b>	<ul style="list-style-type: none"><li>• selected elements from a quality system standard to be specified, or</li><li>• third party certificated quality system is acceptable</li></ul>
<b>High</b>	<ul style="list-style-type: none"><li>• quality system standard to be specified</li></ul>

Suppliers of **low risk** product or service provision, irrespective of value, are to have in place an informal system to manage the product.

Suppliers of **moderate risk** product or service provision suppliers are to have in place a formalised management system based on selected clauses of the current quality management Standard.

Suppliers of products or services deemed to be **high risk** will be required to have in place a quality management system that has been certificated by a Joint Accreditation System – Australia and New Zealand accredited third party certification body.

### 3 Responsibilities

#### Government agencies

It is the responsibility of government agencies:

- to include in their invitation documents, the QA requirements appropriate to the product being sought
- before awarding the contract or placing the purchase order, to ensure that the proposed supplier has in place a management system that meets the specified QA requirements.

Government agencies are required to assist in the implementation of this Policy by:

- ensuring officers have adequate training in the QA requirements of the revised QA Policy
- counselling their suppliers on the QA Policy.

#### Suppliers

It is the responsibility of suppliers to government agencies to have in place an appropriate QA system that meets the requirements specified and the current standards.

## 4 Quality Assured Supplier Status

Quality assured supplier status of suppliers will be acknowledged by a Government agency when the suppliers' formal quality systems satisfy the specified requirements of the agency. These requirements may be a certificated Quality Management (QM) system or selected elements/clauses of the current QM standards.

## 5 Certificate of QM or QA Supplier Status

Suppliers to government, whose quality management system has been successfully audited by an approved third party, should receive a Certificate from the third party certification firm.

Certificates issued are valid for up to three years, subject to satisfactory performance and maintenance audits.

## 6 Evaluation of Offers

For evaluation purposes, the supplier shall confirm the status of the supplier's quality management system at the time of offer evaluation, by supplying a copy of:

- the third party certificate;
- a current Queensland Government second party certificate; or
- a letter of QA currency issued by a Queensland Government agency; or
- for moderate risk, a letter issued by an acceptable other party, unless otherwise specified in the invitation documents.

## 7 Confining to Quality Assured Suppliers

Irrespective of the value of the procurement, the invitations to suppliers shall state that the evaluation of offers shall be confined to quality assured suppliers, when the agency considers:

- all policy issues; and
- there are sufficient suppliers with acceptable quality management systems, and
- that effective competition will be maintained.

## 8 Handbook

For uniformity of application of the Policy a handbook for interpretation and application is available on the Department of Housing and Public Works website. To access the handbook, go to [www.hpw.qld.gov.au](http://www.hpw.qld.gov.au) and then click on

- (1) 'Supply and disposal'
- (2) 'Government procurement'
- (3) 'Supply arrangements'
- (4) 'Quality assurance' and all the information relating to Quality Assurance will be there.

## 9 Approval

Neil Castles  
Director-General

**Date:** 19 May 2013

**Appendix A:** Quality Assurance Policy Definitions  
**Appendix B:** Approved Quality Standards

## Appendix A – Quality Assurance Policy Definitions

**‘Acceptable Other Party’** means an auditor who is employed by or engaged as a contract auditor to the Agency concerned. The auditor should have Registrar Accreditation Board Quality Society of Australasia (RABQSA) or International Register of Certified Auditors (IRCA) registration or be engaged by an accredited third party certification body and have the competency to audit in that field.

**‘Agency’** means a department or statutory body within the meaning of the *Financial Accountability Act 2009*.

**‘Auditable Standard’** means documented procedures have been implemented to the extent that a procedure can be verified by the sighting of objective evidence.

**‘Certificate of QM or QA Supplier Status’** means a certificate issued by a third party certification body that confirms the supplier has implemented a quality system based on an acceptable Australian and New Zealand Standards.

**‘Formalised Management System’** means a documented, implemented and auditable quality system meeting the requirements or Terms and Conditions of the Tender or Contract.

**‘Informal QA System’** means a verifiable system of controls for consistently achieving. It does not have to be documented or based on a recognised QA or QM System Standard.

**‘JAS-ANZ’** means the Joint Accreditation System – Australia and New Zealand.

**‘Product’** means any item of materials, work, goods or services purchased under agreed supply conditions.

**‘Quality Assured Supplier’** means the status a supplier achieves by having in place a quality system that satisfies the requirements of the Standard for the type of business involved. This can be demonstrated through Certification, by a JAS-ANZ accredited third party certification body.

**‘Risk Level’** means the level of risk being low, moderate or high as determined in accordance with the Quality Assurance document on the website. Risk analysis and evaluation to determine a risk level can also be determined by using the *AS/NZS ISO 31000:2009 Risk management-Principles and guidelines* Standard.

**‘Selected Elements’** means those elements/clauses of a recognised Quality Standard specified by an agency for a particular purchase, instead of specifying a full Quality System Standard.

**‘Specification’** means any purchase description, ranging from oral and simple to written and complex, and may be either technical, functional or performance based.

**‘Specified QA Requirements’** means the Quality Management Standard or the elements of that Standard nominated by the agency, in the invitations to suppliers.

**‘The Policy/This Policy’** means the Quality Assurance (QA) Policy as approved by Cabinet in December 2012.

## Appendix B – Approved Quality Standards

This QA Policy recognises the following Quality System Standards as being appropriate to the Government's requirements for quality assurance:

- (a) AS/NZS ISO 9001:2008 Quality management systems – requirements
- AS/NZS ISO 9004:2011 Managing for the sustained success of an organisation – a quality management approach
- AS/NZS ISO 9000:2006 Quality management systems – fundamentals and vocabulary

New quality standards and guides will be incorporated into this QA Policy as part of a periodic review.

This Policy also recognises products certified under Quality Assurance based product certification schemes, such as the Standards Association of Australia's 'Standardsmark' and 'Watermark' schemes. Schemes administered by regulatory authorities such as the Australian Government's Department of Health and Ageing, Therapeutic Goods Administration may meet the requirements of the Quality Assurance Policy.