



## Quality Management System Manual

Version 3.0

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The following document has been prepared as part of a University of South Australia design project. The information contained in this document is for academic learning purposes only and does not reflect the policies or views of the Department of Planning, Transport and Infrastructure in any way.

## Table of Contents

<b>List of Tables and Figures .....</b>	<b>5</b>
<b>Revision Information .....</b>	<b>6</b>
<b>1.0 Quality Policy Statement.....</b>	<b>7</b>
1.1 The E8 Quality Approach .....	7
1.2 Commitment to Excellence in Practice .....	7
<b>2.0 Quality Objectives and Goals .....</b>	<b>8</b>
2.1 Quality Management Standards .....	8
<b>3.0 Company Operating Structure.....</b>	<b>9</b>
3.1 Management Structure.....	9
3.2 Team Structure.....	10
3.3 Department Responsibilities.....	10
3.3.1 Project Manager .....	10
3.3.2 Assistant Project Manager .....	10
3.3.3 Team Managers.....	11
3.3.4 Team Members .....	11
<b>4.0 Professional Capacity.....</b>	<b>12</b>
4.1 Communication.....	12
4.1.1 Internal Communication .....	12
4.1.2 External Communication .....	13
4.2 Client Processes .....	13
4.2.1 Project Requirement Definition .....	13
4.2.2 Clarification of requirements .....	13
4.2.3 Client Communication and Engagement.....	13
<b>5.0 Design and Development .....</b>	<b>14</b>
5.1 Planning.....	14
5.2 Inputs .....	14
5.3 Outputs.....	14
5.4 Review.....	15
5.5 Verification .....	15
<b>6.0 Resource Management .....</b>	<b>16</b>

<b>6.1 Resource Availability .....</b>	<b>16</b>
<b>6.2 Human Resources.....</b>	<b>16</b>
6.2.1 Competency, Training and Awareness.....	16
6.2.3 Work Health and Safety Policy .....	17
6.2.4 Professional Code of Conduct .....	18
<b>6.4 Stakeholder Policy.....</b>	<b>19</b>
<b>6.5 Environmental Policy .....</b>	<b>19</b>
<b>7.0 Operational Analysis and Improvement .....</b>	<b>20</b>
<b>7.1 General .....</b>	<b>20</b>
<b>7.2 Monitoring Quality.....</b>	<b>20</b>
7.2.1 Client Feedback .....	20
7.2.2 Internal Feedback.....	20
7.2.3 Internal Audits.....	20
<b>7.3 Analysis and Monitoring of Quality Performance.....</b>	<b>21</b>
<b>7.4 Improvement .....</b>	<b>22</b>
7.4.1 Continuous Improvement Cycle.....	22
7.4.2 Corrective Action and Improvement.....	22
<b>8.0 Administrative Procedures.....</b>	<b>24</b>
<b>8.1 Document Control .....</b>	<b>24</b>
<b>8.2 Version Control .....</b>	<b>24</b>
<b>8.3 Drawing Document Control .....</b>	<b>25</b>
<b>8.4 Drawing Version Control.....</b>	<b>25</b>
<b>In order to control and record the release of drawings, the following method will be used.</b>	
.....	<b>25</b>
<b>8.5 Meetings.....</b>	<b>26</b>
8.5.1 Meeting Responsibilities .....	26
8.5.2 Client Meetings .....	26
8.5.3 Management Meetings .....	26
8.5.4 Quality and Administrative Meetings .....	27
8.5.5 Team Meetings.....	27
8.5.6 Meeting Minutes.....	27
<b>8.6 Timesheet Process.....</b>	<b>28</b>
<b>8.7 Absence and Availability.....</b>	<b>28</b>

8.8 Site visits.....	28
9.0 Appendix A – Meeting Minutes .....	29
Appendix B – Weekly Timesheets .....	30
Appendix C – Site Inspection Form .....	31
Appendix D – Formatting Guide .....	32

## List of Tables and Figures

Table 1 - Document Revision Table .....	6
Table 2 - Typical Document Version Table .....	24
Table 3 - Chairperson Table .....	26

## Revision Information

The following table depicts the revision history of this document in line with E8's document control policy.

*Table 1 - Document Revision Table*

Revision	Updated Information	Reviewed by	Date
1.0	Initial Format	Liam W	13/03/2017
1.1	Review and Additional Sections	Daniel C	18/03/2017
1.2	Final Review by Quality Manager	Liam W	26/04/2017
1.3	Final Approval by Project Manager	Daniel C	26/04/2017
2.0	Client Copy	Mark. E	05/05/2017
2.1	Review by Project Manager	Liam. W	01/06/2017
2.2	Editing of Human Resources	Liam. W	13/06/2017
2.3	Review by Assistant PM	Jason.M	13/06/2017
3.0	Detailed Design Version	Jason.M	13/06/2017

## 1.0 Quality Policy Statement

### 1.1 The E8 Quality Approach

The way in which E8 Consulting approaches quality assurance is strongly based upon our core values which we refer to as our 8 pillars of operation. The pillars are:

- **P**eople above all
- **R**espect for all
- **E**nvironmental care
- **C**ommunity engagement and improvement
- **I**nnovation in design
- **S**afety First Culture
- **C**onstant improvement cycle
- **O**pen and Accountable

### 1.2 Commitment to Excellence in Practice

To ensure our standards in quality are achieved, we at E8 consulting strive to better out quality approach through the following:

- Work alongside our clients to deliver specialized solutions
- Establish quality objectives at project inception
- Follow safety and regulatory guidelines as set by regulatory bodies
- Exceed our clients needs and demands
- Consistently improve upon quality practices through self-improvement audits
- Invest in our team members through training and education

Jason Madison

Quality Assurance Manager/ Project Manager

13/06/2017

## 2.0 Quality Objectives and Goals

We at E8 consulting strive to achieve quality in practice through the following:

- Understanding, meeting and exceeding client requests
- Continual improvement in professional practice through post work analysis
- Constant expansion of professional capabilities and functions
- Improvement of each employee through training
- Strict following of the Quality Management Systems we follow

The way in which we measure our performance against these quality goals is as follows:

- Highly valued client feedback both during and after project completion
- Emphasis on bottom up reporting from teams to leaders to ensure practices are improved through varied knowledge and experience
- Holding key lessons learned meetings regularly during projects with senior staff members
- Internal and external audits of our practice and project processes

### 2.1 Quality Management Standards

The E8 quality management system document has been prepared in accordance with all relevant health, safety and environmental standards as set by both state and international governing bodies. The following are the adhered standards:

- OHS Management systems (AS/NZS 4801)
- Quality Systems (ISO 9001)
- Environmental Management system (ISO 14001)



## 3.0 Company Operating Structure

### 3.1 Management Structure

The operating structure of our senior management team is a useful tool in identifying the flow of information and responsibilities during the project. Figure 1 below depicts the management structure under which E8 operates.

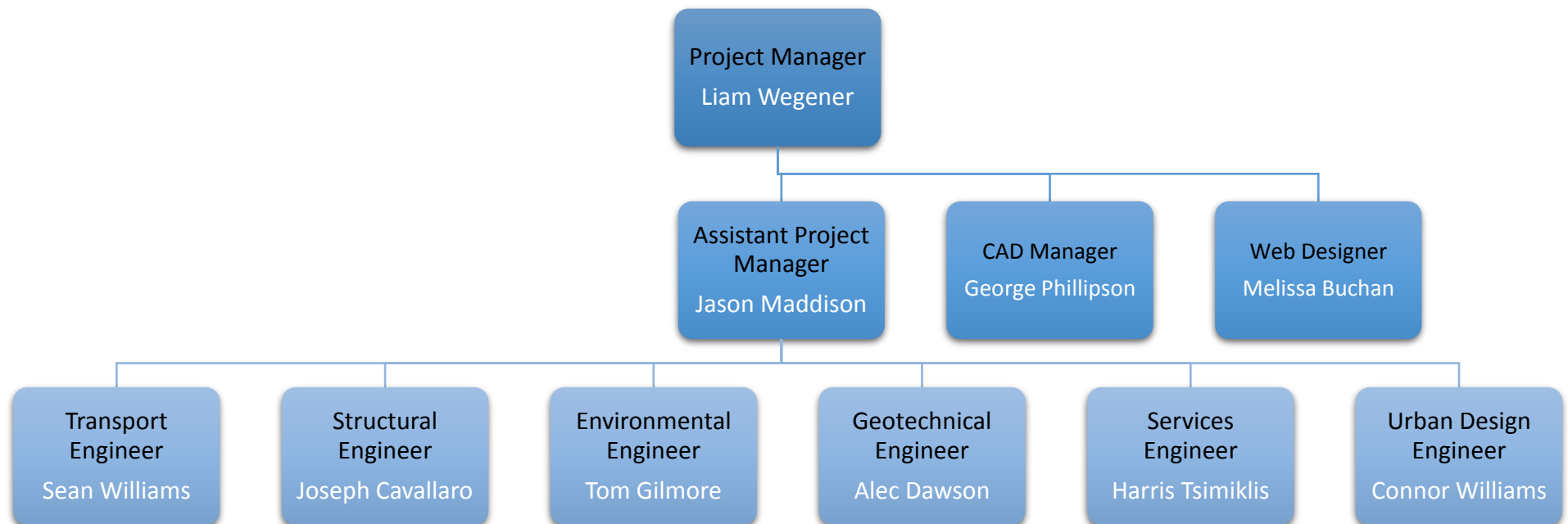


Figure 1 - Management Structure

### 3.2 Team Structure

E8 Consulting employs 32 specialist engineers of varied discipline with each engineer being a crucial part of a smaller team, specializing in one of the many civil disciplines. As chosen by our company's senior management, the following are the discipline areas upon which we pride ourselves in performing excellence:

- Transport
- Structural
- Geotechnical
- Urban Planning
- Water and Services
- Environmental

### 3.3 Department Responsibilities

As seen in the management structure, the project team is championed by our senior project manager who is then supported by an assistant, with each subsequent team lead by one of our senior engineering staff. The following outlines the responsibilities of each department as identified during our years of practice in the engineering field:

#### 3.3.1 Project Manager

- Project development and leadership
- Client engagement and relational fostering
- Contract and administrative management
- Review and high level management
- Project management and conflict resolution

#### 3.3.2 Assistant Project Manager

- Quality assurance management
- Document control and version control
- Meeting and correspondence documentation
- Quality audits and management reviews

### 3.3.3 Team Managers

- Team management and leadership
- Estimation and design communication
- Quality compliance
- Project development
- Team member improvement

### 3.3.4 Team Members

- QMS adherent
- Design and Deliverables
- Workload/time management
- Self-improvement/continued learning
- Consistent engagement and communication

## 4.0 Professional Capacity

In efforts to further the efficiency of current practice and ensure further success in the consulting field, E8 is committed to professionalism in all areas of practice. This is achieved through meticulous quality analysis and development during all project phases. This is achieved through the following:

- Identifying scope of project works
- Identifying specific requirements of the client
- Establishment of documentation
- Engaging task specific resources such as software and site visits
- Consistent audits/inspection of works
- Engaging in feedback sessions and lessons learned analysis

Following award of a project by the client, the project managing staff are then tasked with identifying the specific tasks and quality objectives associated with individual portion of the project. The quality and progress of this work is tracked by the senior team leaders as well as management staff, with all files and documentation being kept in an online storage location accessible to the entire team. This forms part of the resources utilized to ensure quality is kept at the forefront of our operation during project work.

### 4.1 Communication

#### 4.1.1 Internal Communication

Communication between members of the project team in an efficient and effective manner is essential to the correct channeling and sharing of project information. To ensure information is handled quickly, the following measures are in place:

- A variety of meetings exist (management, team, client) for varied levels of information
- Email and online storage solutions are utilized
- Availability of both senior management and project managing staff to all at all times
- Regular progress reporting to ensure issues are communicated quickly

It is the responsibility of all project team members to ensure information is passed on in a timely manner. Conflicts are actively pursued by our senior staff with the assistance of staff

to inform relevant managers of issues quickly. Issues reported to managers are to be passed onto senior management for review and action which will be recorded for auditing purposes.

#### 4.1.2 External Communication

Whilst much of the project communication will be internal, opportunities arise where information must be externally shared to stakeholders or clients. To ensure these communications are in line with our professional code of conduct, relevant managers are to approve external communications. The same process applies for complaints and external feedback as this must be handled by project managing staff before being disseminated to the wider team for feedback. This top down style of external communication ensures project teams maintain their focus and issues are quickly dealt with by those leading the project.

### 4.2 Client Processes

#### 4.2.1 Project Requirement Definition

During any project, the client or champion is the ultimate stakeholder who must be consulted and engaged in all project activities. As such, E8 consulting is committed to working with our clients to ensure that all requirements are captured in our designs. This ensures our designs do not compromise in any way whilst maintaining good standing with our clients and the environments in which we operate.

#### 4.2.2 Clarification of requirements

It is not uncommon for requirements set by the client to be repeatedly clarified or reevaluated with the client to ensure their satisfaction. Upon engaging the technical expertise of our specialist teams, requirements of their works packages are highlighted during weekly team meetings and communicated to individual members to clarify areas of focus.

#### 4.2.3 Client Communication and Engagement

Communication with our clients is considered the most critical portion of project correspondence. As such, the communication of project related items is reserved for senior management members such as team leaders and project management staff whilst utilizing our bottom up communication style for information transfer from team members.

## 5.0 Design and Development

In undertaking consulting works, E8 employs a sequential process intuitive in maintaining and improving quality during design and development. The processes are planning, inputs, outputs, review and finally verification of works. The review process as the corner stone of quality improvement will be completed at regular intervals in accordance with ISO 9001:2015.

### 5.1 Planning

Upon engagement by the client, E8 consulting will engage in planning of project related activities to further solidify requested deliverables. This process entails the detailing of specific requirements and objectives relating to deliverables, planning and verification of required resources and consistent recording of planning procedures and works undertaken prior to project commencement.

### 5.2 Inputs

The inputs of design and development relate to the performance requirements and regulations pertaining to the works to be undertaken. These inputs include the following:

- Upholding relevant government regulations
- Maintaining and improving current training methodologies
- Consistent review of work by senior staff
- Maintaining performance standards set by senior staff (KPI's)
- Adhering to Australian/New Zealand Standards in design (AS/NZS)

### 5.3 Outputs

The inputs of design and development relate to the documentation and information derived from maintaining performance and regulation compliance during a project. This information is reviewed by senior management for deliberation and reflection before being made available to relevant stakeholders.

#### 5.4 Review

During the design phase, each team members work will be systematically reviewed both during and after completion to ensure consistency, quality and focus is maintained. This completed work will then be brought to team meetings where leaders from other departments will be made aware of the new findings as relevant to their work areas for collaboration. This allows for an efficient problem solving process, where problem areas may be quickly identified to find solutions prior to issues arising between departments at late stages.

#### 5.5 Verification

Following completion, all work is reviewed and verified by the team leaders and senior management to ensure adherence to the client's specifications and requirements established through the planning and input stages of the works. This process is guided by senior management to ensure compliance and accountability is maintained throughout the organizational structure.

## 6.0 Resource Management

### 6.1 Resource Availability

Resources are utilized heavily in every aspect of the way in which E8 operates and consults in the engineering field. As such, every effort has been made to ensure relevant resources necessary to complete the consulting role have been identified and captured in association with ISO 9001:2015. All resources used in our consulting operation are made available to the entire team through online storage services and communicated through meetings.

### 6.2 Human Resources

E8 Consulting takes pride in ensuring that all persons under our employment practice with the knowledge and attitude to convey the morals, values and ethics we stand for. In practice, this entails ensuring that appropriate training, experience and formal education of all members is achieved upon employment. As part of our quality standards of employment, the roles, responsibilities and expectations of each employee are well documented in individual contracts, with the responsibilities of each member available for viewing by all staff members. We believe that a more transparent and informative employment with clear responsibilities and performance indicators empowers our employees to achieve excellence in practice daily.

#### 6.2.1 Competency, Training and Awareness

E8 Consulting is committed to ensuring our staff have all the necessary qualifications and skills required to perform their tasks to the best of their abilities. As a result, we ensure that all E8 staff have relevant skills and qualifications to undertake specific tasks to comply with our strict quality standards and client requirements. If, however this is not the case, E8 is dedicated to the upskilling of our members and will ensure they're equipped for new tasks either through supervision and internal education or through external training programs to ensure competence within all areas of practice. Part of our commitment to our individuals is to ensure employee records reflect current qualifications and identify areas in which employees wish to improve during their employment. Through enablement of all employees, E8 seeks to invoke a sense of pride and ownership in works completed by our staff to further increase both quality and work output as well as satisfaction.



### 6.2.3 Work Health and Safety Policy

Due to the context of our designs and the impact their function may have, we at E8 treat matters of work health and safety of both our staff and the public with the upmost importance. E8 ensures constant compliance with the safety criteria as set by Safe work SA whilst adhering to the relevant legislations found below:

- Work health & Safety Act, 2012
- Work Health & Safety Regulations, 2012
- Fair Work Act, 2016

We at E8 consider safety our number one priority, resulting in the engagement of fulltime safety managers to ensure risks are identified, managed and mitigated efficiently. All staff are mandatorily required to attend provided annual Workplace Health and Safety training to ensure compliance is maintained and new policies are well known. All senior management members and team leaders are fully accredited in WHS practices as well as having their senior first aid accreditation to minimise health risks in the workplace.

The following outline the significant safety policies utilised in our operation:

- Relevant site required PPE (hardhat, gloves, boots, safety glasses) is provided by E8 to any team member when conducting site visits
- First aid refreshers will be held annually and all members will be given the chance to achieve accreditation
- 2 fire wardens will be appointed and appropriately trained every 5 years with regular fire drills being held monthly
- new employees will complete company related inductions with specific mention to safety requirements of office based activities
- Safe work policies will be updated regularly by the appointed officials and made available to all staff members via E8 intranet
- A maximum working day of 10 hours is set for all office staff to maintain a healthy work life

#### 6.2.4 Professional Code of Conduct

As industry leading professionals, our reputation forms the foundation of our continued operation. The members of E8 therefore strive to show the same professionalism that the industry in which we operate demands. We also strive to ensure a diverse and inclusive workforce who display the same respect for each other as they do for our clients. These principles are upheld through our rigorous code of conduct.

##### *6.2.4.1 Personal Conduct*

It is the expectation that all E8 employees conduct themselves with respect, integrity and professionalism during their employment. The following form the basis of our personal conduct expectations:

- Work to be inclusive of all members regardless of race, gender, education, age or background
- Avoid the use of profane language and gestures in the workplace
- Dress in a respectful manner at all times
- Maintain a 0% blood alcohol reading during work hours
- Maintain professional confidentiality
- Not conduct or facilitate criminal activities
- Work with team leaders and management to resolve conflict
- Under no circumstance ingest or partake in any drug during our outside of work hours

##### *6.2.4.2 Complaints and Misconduct Policy*

In efforts to maintain the welcoming and nurturing work environment we established at our inception, we at E8 employ an open complaints avenue. This allows for the confidential sharing of sensitive information and empowers our employees to strive to make their workspace as productive as possible. The following policies are those which entail the complaints and misconduct proceedings:

- Complaints are formally divulged through a set template
- Complaint forms are submitted confidentially through a mail drop
- All complaints are given equal status and urgency
- Team members are encouraged to express concerns either verbally or by email to the project manager if the offending item affects the safety of the wider team
- The project manager and senior staff will personally address each concern in a timely manner, with written records kept detailing the solutions

## 6.4 Stakeholder Policy

E8 considers our stakeholders the most important body in our operation as they form the foundation of our involvement in the industry. As such, the following measures have been put in place to ensure stakeholders are correctly engaged at all times:

- Stakeholders are updated on design progress in regularly held design administration meetings
- Key findings are reported immediately to stakeholders for their information and action where appropriate and deemed urgent
- Wider stakeholder notification sessions are held in work environments where the public holds a significant portion of project influence
- Senior project management staff are held accountable for stakeholder interaction and engagement in monthly management meetings
- All stakeholder engagements are to be conducted in a professional and respectful manner
- Stakeholder conflicts are to be resolved by senior project staff

## 6.5 Environmental Policy

We at E8 consider every action in our operation and its potential environmental impact to ensure our vision of environmental excellence is achieved. To this effect, E8 has committed to ensuring its operations are environmentally conscious through the implementation of an Environmental Management Plan (EMP). As outlined in the EMP, the main outcomes are as follows:

- Maintaining Environmental Management System certification to AS/NZS: 14001:2008
- Regularly assessing our designs to ensure they do not impact the environment
- Incorporating unique solutions into our designs to meet relevant efficiency ratings
- Empowering our team members to think outside the box and be creative
- Utilizing sustainable materials throughout a structures entire existence
- Reducing greenhouse gas emissions and pollution from all our operations
- Recognizing those who contribute to excellent environmental practices
- Minimizing waste from our processes and where possible, recycling and reusing resources
- Comparing our performance against leading environmental management systems
- Communicating this policy to all team members to ensure they are constantly reminded of our commitment to the environment
- Meeting environmental targets whilst still complying with all our other policies

## 7.0 Operational Analysis and Improvement

### 7.1 General

The senior management of E8 believes constant analysis of quality systems and project operation is required for quality management to be most effective. The following section is designed to explain the systems E8 utilizes to constantly improve our quality practices to ensure client satisfaction.

### 7.2 Monitoring Quality

#### 7.2.1 Client Feedback

Feedback from our clients is our most trusted quality monitoring tool as our client's satisfaction is our number one priority. As such, E8 monitors our client's opinions of our quality systems through the following items:

- Client feedback forms
- End user feedback forms
- Product quality analysis

#### 7.2.2 Internal Feedback

The opinion of our staff also form a part of our improvement plan as we strive to seek the feedback of our staff to further streamline our processes. This is done through a number of communication avenues, namely feedback forms, management reviews and interviews, board meetings and toolbox sessions held monthly.

#### 7.2.3 Internal Audits

Internal audits, as part of the ISO 9001 quality management standard, are a distinct part of our commitment to regular improvement. To fully utilize this tool, we hold audits quarterly during the year to ensure our operation is maintaining both adherence to ISO 9001:2015 and that of our quality goals of sections 1 and 2.

To further our quality system, each audit reflects on the progress of E8 during the year, the new contextual changes of our consulting field and the results of previous audits to ensure our auditing process remains useful. This ensures the audit allows for continuous

identification of practice improvement opportunities and future areas of consulting capacity expansion. The following are the criteria for study during each internal audit:

- Quality management systems effectiveness
- Documentation, version control and revision control systems
- Occupational Work Health and Safety
- Safe work SA adherence
- Nonconformance and problem areas

#### *7.2.3.1 Audit Process*

Audits will be carried out quarterly, lead by the quality assurance manager, the assistant project manager, with the assistance of all senior project staff and leaders. The procedure is to last a period of 2 weeks, with all team members giving their full compliance to the quality manager in the submission of requested files and processes. Following each year, after four audits, a process audit will be undertaken by the quality manager to ensure any changes which were to be made because of the audits have been correctly instituted.

### *7.3 Analysis and Monitoring of Quality Performance*

During our project engagement, quality is maintained through continuous analysis and monitoring of adherence to agreed performance criteria. In practice, this entails rigorous checking of documentation by senior management, self-checking of work prior to submission and identification of areas of self-improvement through quality analysis of completed works. At the completion of the feasibility study stage, this process is most relevant, where all senior management review the findings of their team before submitting to the project manager for final review. Through this process of continuous and end stage checks, we ensure our product is of highest quality for our clients at all project stages.

In analysis of the quality management system, we strive to collect, analyze and record all quality related items for further review as part of the auditing process. This process also includes identification of customer satisfaction with end products, alignment of submitted works to deliverable standards and compliance with ISO 9001.

## 7.4 Improvement

### 7.4.1 Continuous Improvement Cycle

To maintain our current high standing in the consulting field, E8 is dedicated to the continuous improvement of our business and its operation. Our ultimate aim is to meet and the requirements set by our clients during engaged projects whilst improving our capacity for future works. To ensure continuous improvement is achieved, we strive to meet the following objectives:

- Quality project management practice by senior staff
- Continuous improvement of practices through audits and feedback
- Improvement of work quality through staff training and investment
- Reformat management tools and methods to suit client needs
- Improve capacity for future work by 10% each financial year

Through striving for these objectives, we believe that E8's reputation and work quality will exceed expectations for the foreseeable future. Compliance with the details contained in the quality management system will allow for identification of underperforming areas, enabling efficient corrective actions to be engaged as part of our commitment to regular improvement.

### 7.4.2 Corrective Action and Improvement

Ensuring the application of corrective actions is crucial to our policy of regular improvement. Areas of non-compliance and underperformance are quickly and readily identified through our auditing and review process as highlighted in this quality structure. The quality manager is responsible for the identification and management of subsequent non-performing factors during a project. These items may include:

- Customer complaints
- Client dissatisfaction
- Underperforming staff
- Complications in processes during project work.

It is vital that these areas are quickly identified and remediated to ensure recurrence and impact of these items is mitigated. The quality manager will engage members of the senior project staff and project manager to discuss these items required corrective action before applying remediation methods.

Following project completion, a management review will highlight project issues and nonconformities. The aim of this exercise is to identify current remediation methods and their performance in mitigating issues which arise. This process is integral in our continuous improvement cycle, as we strive to maintain quality during all project proceedings. This process will also be implemented at the department level, where managers of teams will meet with their team members and discuss problems their team face and the methods used during projects to minimize their impact. We believe identifying and resolving issues at the team level empowers our staff to take responsibility for quality monitoring and further improves our quality approach.

## 8.0 Administrative Procedures

We at E8 consulting believe our administrative processes are one of the cornerstones of our practice. These strong administrative processes aid in our quality management as we pursue the following areas:

- Document and version control utilizing standardized templates
- Universal access to all documents via online storage
- Stringent minute keeping during a variety of crucial meetings

### 8.1 Document Control

To aid in efficient progress of work in all project stages, E8 staff utilize the online storage system One Drive by Microsoft. This system allows for easy access to all documents in the project, manages revisions and allows access to older versions of files whilst allowing simultaneous work on the same document by multiple members. This system eradicates issues traditionally faced when working in large teams where documents shared across multiple users can be overwritten or lost due to poor document control.

### 8.2 Version Control

Running concurrently with document control, version control is utilized to ensure only the most recent documents are shared between groups, leading to the best end product. This system is utilized through naming conventions of documents stored in our online storage system, One Drive, to ensure there is no confusion as to which document supersedes another. Inside each document, a version control table is utilized which shows the major version number when released as a live document and revisions numbers as a subset to the major version. All these steps ensure E8 provides the most accurate and complete documents to our clients as part of our quality approach. Table 2 below is a typical version control table used in each E8 document.

*Table 2 - Typical Document Version Table*

Revision	Updated Information	Reviewed by	Date
1.0	Initial Format	Liam W	13/04/2017
1.1	Review and Additional Sections	Daniel C	18/04/2017
2.0	Revision 2	Mark. E	01/05/2017



Hence version 1.0, is the first released copy of the document, with version 1.1 being the revision of the first. Once released for viewing by the client, the document becomes version 2 and so forth.

### 8.3 Drawing Document Control

In order to name and uniquely identify the drawings, each department has been assigned two letters to place in their drawing numbers. These letters are as follows:

- Transport – TR
- Water and Services – WS
- Geotechnical – GE
- Structural – SE
- Environmental – EN
- Urban Planning – UP

Starting at drawing number 0001, combined with these letters and the year, each department is able to uniquely identify each of their drawings. For example, the fifth Environmental drawing is 0005-EN-2017. This numbering method ensures that all drawings are unique across the project and also collects each department's drawings into a combined set. To differentiate this project from another, the unique contract name located on the drawings will be used.

### 8.4 Drawing Version Control

In order to control and record the release of drawings, the following method will be used. For drawings released prior to construction, for purposes such as approval, certification, information etc., the drawings will be issued a letter. For example the first drawing released will be as A – For Client Approval – Date.

Once the drawings have been checked and approved they will then be released for construction and issued a number. For example the first drawing released for construction will be as 1 – For Construction – Date.

This letter/number differentiation makes it clear which drawings are preliminary and which are for construction.

## 8.5 Meetings

As a heavily utilized tool in our line of work, meetings between varied parties are a crucial project tool which must be managed and utilized properly. As the responsible party for each meeting and the content and operation of each meeting differs, the following section will aid in differentiation of the various meetings.

### 8.5.1 Meeting Responsibilities

Table 3 details the member of the project team responsible for chairing/leading each meeting type. This must be a seamless activity to ensure professionalism is maintained.

*Table 3 - Chairperson Table*

Type of Meeting	Chairperson
Client	Project Manager
Quality	Assistant Project Manager
Management	Project Manager/Assistant PM
Team	Team Manager

### 8.5.2 Client Meetings

Client meetings are chaired and run monthly by our senior project management staff and attended by all senior project staff. These meetings are an opportunity for each project area to highlight progress and milestones to the client, whilst providing the client with the opportunity to raise any questions or concerns regarding the design at set project intervals. This is also a great time for our project team to clarify further client requests and details or perform value management.

During each meeting, minutes are kept by a member of the senior project staff entailing the discussion points of the meeting. These minutes are then updated and distributed before the next meeting to act as an agenda and history for further discussion. The minutes are available to all E8 staff across our online storage facilities and made available to clients and stakeholders through email.

### 8.5.3 Management Meetings

Management are chaired and run weekly by our head project manager and attended by all senior project staff and the assistant project manager. These meetings are an opportunity for each project area to highlight progress and milestones to other teams, whilst providing other leaders the opportunity to raise any questions or concerns regarding design progress. This

meeting is an excellent opportunity for the project managing team to be made aware of current project standing and progress on a weekly basis.

During each meeting, minutes are kept by a member of the senior project staff entailing the discussion points of the meeting. These minutes are then updated and distributed before the next meeting to act as an agenda and history for further discussion. The minutes are available to all E8 staff across our online storage facilities.

#### 8.5.4 Quality and Administrative Meetings

Quality and Administration meetings are chaired and run by the assistant project manager and attended by all senior project staff. These meetings provide a forum for all senior members to address concerns related to the quality of the end product.

During each meeting, minutes are kept by a member of the senior project staff entailing the discussion points of the meeting. These minutes are then updated and distributed before the next meeting to act as an agenda and history for further discussion. The minutes are available to all E8 staff across our online storage facilities.

#### 8.5.5 Team Meetings

Team meetings are chaired and run weekly by each area senior manager. It is expected that all team members attend each meeting unless otherwise communicated with their manager. These meetings are an opportunity for collaboration in the team and provide time to highlight progress and issues in design as well as issues within the team for further exploration.

During each meeting, minutes are kept by a member of team entailing the discussion points of the meeting. These minutes are then updated and distributed before the next meeting to act as an agenda and history for further discussion. The minutes are available to all E8 staff across our online storage facilities.

#### 8.5.6 Meeting Minutes

during each meeting, minutes are taken by varied staff according to the individual meetings requirements. These minutes are taken either by hand or electronically and typed following the meeting utilizing the format shown in appendix A. Following completion, the meeting

minutes are then forwarded to the wider project team and uploaded to the one drive for later access by the minute taker.

### 8.6 Timesheet Process

It is a well communicated expectation that all members of the E8 consulting team will commit set hours to a given project as part of their ongoing duties. These hours are to be captured in weekly timesheets, detailing daily hours and tasks completed for quality tracking purposes from Sunday to Friday of each week. These timesheets are submitted strictly by 5pm Friday, then being first reviewed and approved by individual team leaders before being passed onto the project manager. The timesheet system is utilized for cost and auditing purposes by the assistant project manager as part of the documentation included in the project. A sample weekly timesheet may be viewed in appendix B.

### 8.7 Absence and Availability

Should a team member be unavailable to attend a meeting whether new or existing, written correspondence to their team leader or senior project staff is required. The correspondence must entail the duration of absence and show evidence of planned efforts to make up for lost hours. Whilst all members are expected to be present at relevant meetings, absence is understood. During the planning phase, communication at the management and team levels is undertaken to share planned absences which must be planned around accordingly.

### 8.8 Site visits

Site visits are encouraged as part of the planning and development phase of a project to aid in both conceptual and visual understanding of the constraints and requirements of our designs. Should a visit be appropriate/required, senior management will engage with the client and stakeholders to confirm the visit and required safety PPE to be worn. Whilst not mandatory, members attending site visits are encouraged to utilize the inspection form template located in appendix A to capture their findings for later study.

## 9.0 Appendix A – Meeting Minutes

# MEETING MINUTES

### DETAILS

**Location:**

**Date:**

**Time:**

### ATTENDANCE

**Chair:**

**Secretary:**

**Minutes taken by:**

**Attendance:**

**Apologies:**

### AGENDA ITEMS

1.0 Introduction

2.0 Item 1.0

2.1 Item 1.0 Detail 1

### ACTION ITEMS

3.0 Main Action Items

3.1 Action Item 1.0

### OTHER NOTES

4.0 Other Items of Interest

## Appendix B – Weekly Timesheets



Department: \_\_\_\_\_

Team Member: \_\_\_\_\_

Week Number: \_\_\_\_\_

Week 3: 11-17 of March  
 Week 4: 18-24 of March  
 Week 5: 25-31 of March  
 Week 6: 01-07 of April  
 Break 1: 07-14 of April  
 Break 2: 15-21 of April

Week Day	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
Hours worked							
Tasks completed							

Note, please fill out the timesheet with your department name, your name and the hours you worked, which must be filled out with a breakdown of the hours spent in tutes and lectures and outside of class work in the hours worked section.

Please also fill out the tasks completed section to give evidence of work to your manager

Manager: \_\_\_\_\_

Signature: \_\_\_\_\_

Appendix C – Site Inspection Form

Details	
Inspection Type:	
Location:	
Date:	
Time:	
Supervisor:	

Information Gathered

Issues Identified

## Appendix D – Formatting Guide

### 1. GENERAL FORMATTING

#### 1.1. TEXT ALIGNMENT AND SIZE

All text is to be Calibri - Font size 12 – 1.5 spacing – End to end Justified

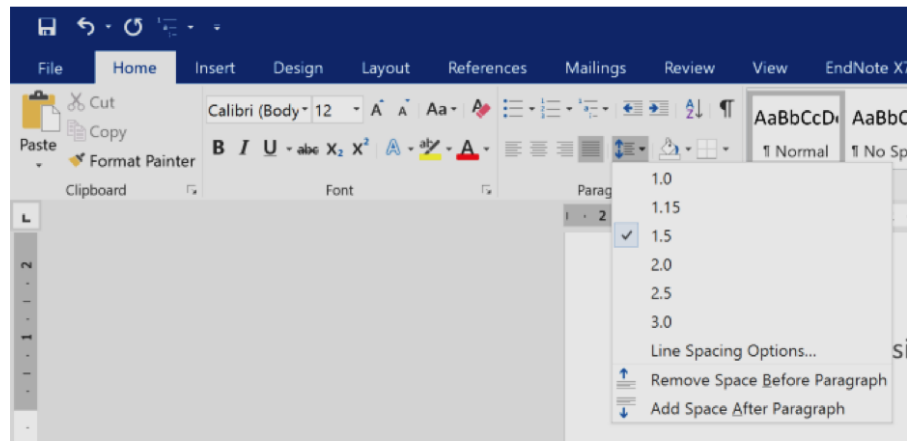


Figure 1: Formatting Help

#### 1.2. HEADINGS

Each department must use the headings found in the styles bar as above or seen in Figure 2 below. Simply using this document as a template will aid in this adherence, however I will make a template document for each department to follow.

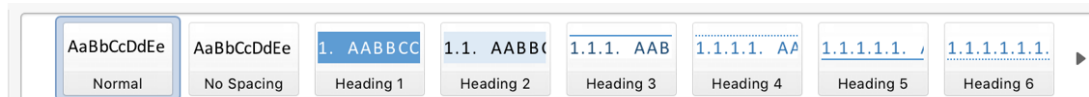


Figure 2: Styles Pane

Heading 1 will be for department titles (1.0 Structural, 2.0 Environmental, 3.0 Transport etc.)

Heading 2 will be for your main sections (1.1 Findings, 1.2 Calculation, 1.3 Diagrams etc.)

Heading 3 will be for subsections (1.1.1 Calculation for.., 1.2.1 Diagram of... etc.)

Heading 4,5,6 will be the same. Using the headings from this document will give you heading numbers automatically which is required.

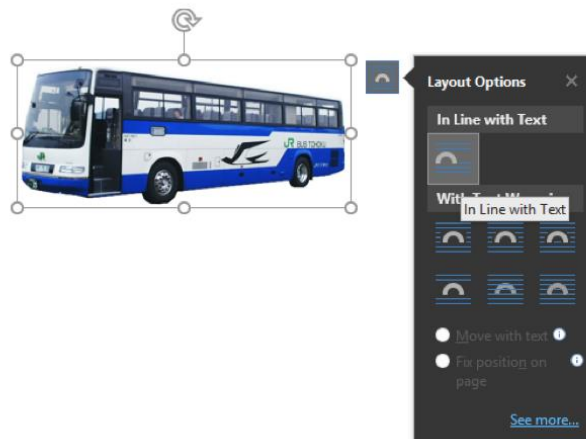


## 2. FIGURES AND TABLES

### 2.1. CAPTION INSERTION AND PICTURE INSERTION

Please insert all Figures, Tables and diagrams in the following way with Calibri size 9 text.

In line with text as in **Figure 3** and use the caption function to label each Figure or Table respectively as in **Figure 4**, note the use of the colon to separate the figure text from the description. No space between Figure number and colon, but one space between colon and beginning of caption text.



**Figure 3: Picture Text Alignment (caption centred)**



**Figure 4: Caption Insertion (caption centred)**

## 2.2. CAPTION POSITION

Figure captions go below the picture, Table captions go above the table as shown in Figure 5 and Table 1 below.

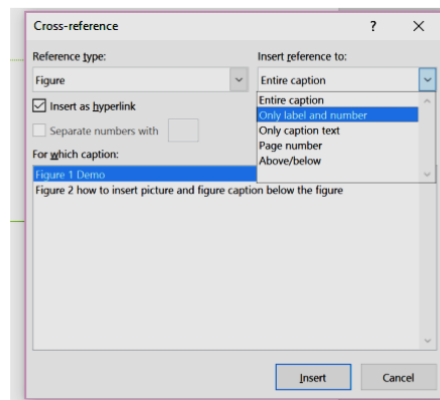


Figure 5: Captions go below the Figure (caption centred)

Table 1: Captions go above (and Left) for Tables

### 2.3. REFERENCES TO CAPTIONS

References must be made in text to captions using the Cross-reference feature found under the references tab at the top. Select whether the item is a *Figure or Table* in *Reference type*, find the item you wish to refer to in; *For which caption* and then select, then from *Insert reference to*: select only label and number. See **Figure 6** for the Cross-Reference Pane.



**Figure 6: Cross Referencing**

*Note:* This is to help when collaborating with other teams as your in-text references will automatically update.

Please also cross reference your drawings for the detailed design phase, making reference to specific drawing numbers in your report sections as needed.