Absolute
CIVIL CONTRACTING

INTEGRATED MANAGEMENT SYSTEM

Quality Management Plan

Corporate requirements for planning, verifying and recording the quality of ACC work

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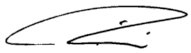
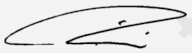
Document control

Approval

Role	Name	Position	Signature	Date
Prepared by	Peter Nikolovski	Director		29/10/2026
Reviewed by	Peter Nikolovski	Director (IMS Representative)		29/10/2026
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Revision history

Rev	Date	Description of change	Approved
0	01/04/2026	First issue for use across all Absolute Civil Contracting operations and projects.	Peter Nikolovski
1	29/10/2026	Full review. Aligned with ISO 9001:2026, including quality culture, ethical behaviour and records integrity. Forms F01, F11 and F12 issued.	Peter Nikolovski

Distribution and control

The controlled copy of this document is the electronic version held in the ACC IMS document register. Printed copies are uncontrolled and are valid only on the day of printing. Personnel must confirm they are using the current revision before relying on this document.

Copy	Holder	Format
Master (controlled)	Peter Nikolovski, Director	Electronic — IMS document register
Project copies	Project Manager / Site Supervisor for each project	Electronic, or printed copy marked "Uncontrolled"
Client copies	Issued on request or where required by contract	PDF transmitted under document transmittal

Related documents

Document number	Title
ACC-IMS-MAN-001	Integrated Management System Manual
ACC-IMS-WHS-001	Work Health and Safety Management Plan
ACC-IMS-EMP-001	Environmental Management Plan

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1. Purpose and scope

This Quality Management Plan (QMP) sets out how Absolute Civil Contracting (ACC) plans, controls, verifies and records the quality of its work so that every product it delivers conforms to the contract, the drawings, the specifications and applicable standards. It implements the quality requirements of the IMS Manual (ACC-IMS-MAN-001) and ISO 9001, and is structured to satisfy contracts let under TfNSW QA Specification Q6 and similar council and utility quality requirements.

This QMP applies to all ACC projects and to every subcontractor and supplier whose work or product forms part of ACC deliverables. Where a contract requires a project-specific Project Quality Plan (PQP), the PQP is prepared from this QMP and submitted for client review before work starts.

1.1 Quality objectives

- Deliver conforming work right first time, with fewer than 2 NCRs per $1 million of work delivered.
- Never proceed past an unreleased hold point.
- Achieve a client feedback rating of 4 out of 5 or better on every project.
- Provide complete, accurate quality records at handover, within 20 working days of practical completion unless the contract requires a shorter period.
- Close all corrective actions by their due date.

2. Responsibilities for quality

Role	Quality responsibilities
Director	Approves the QMP and PQPs; ensures adequate resources; reviews quality performance; approves supplier and subcontractor selection; authorises dispositions of "use as is" or "repair" for nonconformances before client submission
Project Manager	Prepares the PQP and ITPs; reviews the contract and specifications; plans inspection and testing; manages design (where applicable), document control, procurement, subcontractor quality and client communication; releases hold points where ACC is the nominated authority; compiles handover records
Site Supervisor	Ensures work is built to the current drawings and specifications; completes ITP checklists as work proceeds; notifies hold and witness points; arranges testing and survey; identifies and quarantines nonconforming work; maintains the lot register
Quality / Surveillance representative (where appointed)	Independently verifies ITP records, test results and survey conformance; maintains NCR and lot registers; audits project quality records; reports quality trends to the Project Manager and Director
Workers and subcontractors	Work to the approved method and ITP; stop and report when work cannot be built as drawn or specified; never cover up or proceed past a hold point without release

Personnel performing verification activities must not verify their own work where independent verification is specified by the contract.

2.1 Quality culture and ethical behaviour

ACC expects everyone working on its projects to put quality first and to act ethically. In practice this means reporting defects and nonconformances openly rather than hiding them, raising concerns about specifications or methods early, and recognising good work. The Director leads this culture and treats the honest reporting of a mistake as the right thing to do.

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Records integrity
Inspection, test and survey records are made at the time the check is done, by the person who did it. Records must never be falsified, back-dated or completed for checks that did not take place. Doing so is serious misconduct and is reported to the Director immediately.

3. Contract review and project planning

3.1 Tender and contract review

Before submitting a tender and again before signing a contract, the Project Manager reviews and records:

- scope, drawings, specifications, standards and their revisions;
- quality system requirements, including Q6 or equivalent, and any requirement for a PQP or third-party certification;
- hold points, witness points, identified records and submission timeframes;
- testing requirements, testing frequencies and acceptance criteria;
- materials and product approvals, including TfNSW-registered products where specified;
- design responsibilities and interfaces;
- programme, separable portions and milestone dates;
- ambiguities or discrepancies, which are clarified with the client in writing before tender close or contract award.

The Director approves the outcome of the review before ACC commits to the work. Contract amendments are reviewed in the same way.

3.2 Project Quality Plan

Where a PQP is required, it includes as a minimum:

PQP element	Content
Project description	Scope, location, client, contract number, key dates
Organisation	Project organisation chart, roles and contact details
Quality objectives	Project-specific targets drawn from section 1.1
Work breakdown and lots	Lot structure for each work type
ITP schedule	List of ITPs with specification references and hold points
Testing	Testing laboratory, test types and frequencies
Materials and suppliers	Material sources, approvals and certificates
Subcontractors	Scope, quality requirements and surveillance
Document control	Registers, transmittals, RFIs
Records	Identified records, format and submission timeframes
Audits	Internal audit schedule for the project

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The PQP is reviewed whenever the scope, method or contract changes and at least every six months on long-duration projects.

4. Design control

ACC does not undertake engineering design in-house. Where a contract includes design or temporary works design, ACC engages a suitably qualified, registered (where required under the Design and Building Practitioners Act 2020 (NSW) or other applicable law) and insured designer and controls the design as follows:

1. Design inputs — the Project Manager provides the designer with the contract requirements, standards, site information and constraints, and records them in a design brief.
2. Design outputs — drawings and calculations are signed by the responsible designer and identify the applicable standards and design criteria.
3. Design review — outputs are reviewed by the Project Manager for constructability, safety in design and compliance with the brief, and submitted to the client where required.
4. Design verification — an independent check by a competent engineer is obtained where the risk or contract requires it, including all temporary works for excavation support, formwork, falsework and crane platforms.
5. Design changes — changes are documented, reviewed and approved before construction, and superseded drawings are withdrawn from site.

5. Document and data control

- All drawings, specifications, RFIs, technical queries, approvals and correspondence are recorded in the project document register with their revision and date received.
- Only the current revision of each drawing is available on site. Superseded drawings are removed or stamped "SUPERSEDED" immediately.
- Drawings marked "Not for Construction" or "Preliminary" must not be used for construction.
- Requests for Information (RFIs) are raised in writing when information is missing, ambiguous or conflicting. Work affected by an open RFI does not proceed until the response is received.
- Documents are issued to subcontractors by transmittal so that receipt and revision can be confirmed.
- Client directions are recorded in writing. Verbal directions are confirmed in writing by ACC within 2 working days.

6. Procurement and subcontract quality

6.1 Materials and products

Materials are purchased from approved suppliers against a written purchase order that specifies the product, standard, quantity, delivery requirements and documentation to be supplied. On delivery, the Site Supervisor:

- checks the delivery docket against the purchase order and the specification;
- inspects for damage, correct type, grade, size and quantity;
- collects certificates of conformity, test certificates, batch numbers and product data;

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- rejects, segregates and labels any nonconforming material "DO NOT USE" and raises an NCR;
- stores materials to prevent damage, contamination and deterioration.

Where the contract nominates registered or approved products (for example, TfNSW-registered pipes, pits and precast items), only those products are used unless the client approves an alternative in writing.

6.2 Subcontractor quality

Subcontractors provide, before starting, their quality documentation for their scope (ITPs, method statements, certificates and competencies). The Project Manager reviews them for compliance with the contract. ACC verifies subcontract work through its own ITPs and surveillance; subcontractor inspection records do not replace ACC verification of hold points.

7. Inspection and test plans

7.1 Preparation

An ITP is prepared for every work type before that work starts. Each ITP:

- identifies the project, work type, ITP number, revision and applicable specification clauses;
- lists every inspection and test activity in construction sequence;
- states acceptance criteria with the governing specification clause and tolerance;
- nominates the frequency, method or test standard, and the responsible person;
- identifies hold points (H) and witness points (W) with the release authority;
- states the record that will provide evidence of each check.

ITPs are reviewed and approved by the Project Manager and, where required by the contract, submitted to the client for acceptance before work starts.

7.2 Typical civil ITPs

ITP	Typical checks
Site establishment and survey control	Survey control marks verified; set-out checked; services located and marked; ESCP controls installed
Clearing, grubbing and stripping	Limits of clearing approved; topsoil stripped and stockpiled; pre-clearing surveys completed
Earthworks — cuttings and embankments	Foundation inspection; material compliance; layer thickness; moisture control; compaction testing; levels and batters
Pavements — subgrade, subbase and base	Subgrade proof roll; material certificates; compaction and moisture testing; level, thickness and shape tolerances; deflection testing where specified
Asphalt and sprayed seals	Mix design approval; surface preparation; temperature; compaction and air voids; spray rates; surface texture and ride
Stormwater drainage — pipes and pits	Trench excavation and bedding; pipe class and jointing; line and grade; backfill compaction; CCTV inspection; pit construction
Concrete works — kerb, footpaths, headwalls, structures	Formwork and reinforcement; cover; concrete supply dockets; slump and cylinders; finish; curing

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ITP	Typical checks
Water and sewer mains	Pipe material and class; bedding; jointing; thrust restraint; backfill; pressure and leakage testing; disinfection; as-constructed survey
Erosion and sediment control	Controls installed per ESCP before disturbance; inspected and maintained; stabilisation at completion
Landscaping and rehabilitation	Topsoil depth; seeding or planting rates; mulch; establishment

7.3 Hold and witness points

A hold point is a mandatory stop in the work. Work beyond a hold point must not proceed until the release authority has released the hold point in writing.

1. The Site Supervisor gives notice of the hold or witness point to the release authority within the notice period stated in the contract (where none is stated, at least 1 working day).
2. The supporting records (survey, test results, ITP checklist) are provided with the notice.
3. The release authority inspects or reviews the records and releases the hold point in writing, or identifies what must be corrected.
4. Witness points: if the client does not attend after proper notice, ACC may proceed and records the notice and outcome.
5. Release records are filed with the lot records.

> **Zero tolerance**
> Proceeding past an unreleased hold point is a serious nonconformance. It is reported to the Director immediately, an NCR is raised, and the work may need to be exposed or removed at ACC's cost.

8. Lot management, identification and traceability

Work is divided into lots — discrete, homogeneous parts of the work of the same type, constructed under essentially the same conditions, that can be inspected, tested and accepted as a unit. Each lot is:

- given a unique lot number (for example, ACC-[project]-EW-001 for earthworks lot 1);
- defined by chainage, offset, layer or location, and shown on a lot map;
- recorded in the lot register with its ITP, status (open, conforming, nonconforming, closed) and supporting records;
- closed only when all ITP checks, tests and hold points are complete and conforming.

Materials incorporated in the work are traceable to their delivery dockets, batch numbers and certificates through the lot records.

8.1 Client and supplier property

ACC takes care of property belonging to clients and external providers while it is under ACC control or being used by ACC. This includes client-supplied materials and equipment, survey control marks, existing assets and services, drawings, data and intellectual property, and personal information.

- Client-supplied materials are inspected on receipt, recorded in the project records, and stored and protected in the same way as ACC materials.

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- Survey control marks and existing assets are identified at establishment, protected during the works, and reported to the client if disturbed.
- Drawings, data and intellectual property are used only for the project, kept secure and returned or disposed of as the contract requires.
- If client or supplier property is lost, damaged or found unsuitable, ACC records it, raises an NCR where appropriate, and reports it to the owner within 1 working day.

9. Testing, measurement and calibration

9.1 Testing

- Testing for acceptance is performed by laboratories accredited by NATA (National Association of Testing Authorities, Australia) for the relevant test methods, unless the contract states otherwise.
- Test methods follow the specification, for example the TfNSW T-series test methods and the relevant Australian Standards (AS 1289 for soils, AS 1012 for concrete).
- Testing frequency is at least that required by the specification. Additional testing is carried out where results are marginal or variability is high.
- Test results are reviewed by the Site Supervisor or Quality representative against the acceptance criteria within 1 working day of receipt. Nonconforming results are reported immediately and managed under section 10.

9.2 Survey and dimensional control

Set-out and conformance survey is performed by a competent surveyor using calibrated instruments, referenced to the project survey control. Survey control marks are verified at establishment and protected. Conformance survey results are compared with design levels and tolerances and recorded in the lot records.

9.3 Calibration of inspection, measuring and test equipment

Equipment	Calibration requirement
Survey instruments (total stations, GNSS, levels)	Calibrated at least annually by an accredited provider; field checks before use
Nuclear density gauges	Calibrated in accordance with the manufacturer and NATA requirements; operated only by licensed operators
Tape measures, straight edges, spirit levels	Checked against a reference at least every 3 months; damaged items removed
Thermometers (asphalt, concrete)	Checked against a reference thermometer at least every 6 months
Torque wrenches	Calibrated at least annually

Calibration status is recorded in the equipment register and marked on the equipment. If equipment is found out of calibration, previous results obtained with it are assessed and re-verified where necessary.

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10. Nonconformance management

A nonconformance is any work, product, material, record or process that does not meet a specified requirement.

10.1 Process

1. Identify — any person who identifies a nonconformance reports it to the Site Supervisor.
2. Control — the work or material is marked, segregated or quarantined to prevent further work or use.
3. Record — an NCR is raised within 24 hours, describing the nonconformance, the location or lot, and the requirement not met.
4. Notify — the client is notified within the timeframe the contract requires (where none is stated, within 1 working day).
5. Propose disposition — ACC proposes one of the dispositions in section 10.2 with supporting evidence.
6. Approve — "rework" and "reject" may be approved by ACC. "Use as is" and "repair" require the client's written acceptance before implementation.
7. Implement and verify — the disposition is carried out and re-inspected or re-tested.
8. Close — the NCR is closed once the client accepts the outcome, and the root cause and corrective action are recorded.

10.2 Dispositions

Disposition	Meaning	Approval
Rework	Bring the work into full conformance with the original requirement	ACC Project Manager
Reject / replace	Remove the nonconforming work or material and replace it	ACC Project Manager
Repair	Make the work acceptable for its intended use, although not conforming to the original requirement	Client in writing
Use as is	Accept the work without correction because it remains fit for purpose	Client in writing

NCR trends are reviewed monthly by the Project Manager and at management review to identify systemic causes.

11. Handover and records

At completion of each separable portion or the works, ACC compiles and submits a quality records package that includes:

- completed and signed ITPs with all hold point releases;
- lot register and closed lot records;
- test results and NATA test certificates;
- material certificates, delivery records and product warranties;
- NCR register with all NCRs closed;
- conformance and as-constructed survey and drawings, in the format the contract specifies;

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- operation and maintenance information for installed equipment;
- statutory certificates and approvals.

Records are indexed to the lot register, are legible and signed, and are retained for at least 7 years after practical completion, or longer if required by the contract.

12. Quality monitoring, audit and improvement

- The Project Manager reviews quality performance monthly, including NCRs, overdue hold points, test failure rates and client feedback, and reports to the Director.
- Each project longer than three months receives at least one internal quality audit during delivery, scheduled under the IMS audit programme.
- Client feedback is sought at completion of every project.
- Lessons learned are recorded at project close-out and used to update ITPs, procedures and this QMP.

13. Cross-reference to TfNSW Q6 and ISO 9001

Topic	TfNSW Q6 theme	ISO 9001:2026 clause	QMP section
Quality plan	Project Quality Plan	8.1	3.2
Quality culture	Leadership and responsibilities	5.1, 7.3	2, 2.1
Contract review	Review of contract requirements	8.2	3.1
Design	Design control (where required)	8.3	4
Documents	Document and records control	7.5	5, 11
Purchasing	Purchasing and subcontracting	8.4	6
Inspection and testing	Inspection and test plans; hold and witness points	8.5.1, 8.6	7
Lots and traceability	Identification and traceability	8.5.2	8
Client property	Customer-supplied product	8.5.3	8.1
Measuring equipment	Calibration	7.1.5	9
Nonconformance	Nonconforming product	8.7, 10.2	10
Audits and review	Internal audits	9.2, 9.3	12

Authorisation

This Quality Management Plan is authorised for use by Absolute Civil Contracting Pty Ltd and applies to all ACC operations, projects, workers and subcontractors.

Signed: _____ Peter Nikolovski, Director Date: 29/10/2026

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