

AS/NZS 3905.12:1999

Australian/New Zealand Standard™

Quality system guidelines

**Part 12: Guide to AS/NZS 9001:1994
for architectural and engineering
design practices**

AS/NZS 3905.12:1999

This Joint Australian/New Zealand Standard was prepared by Joint Technical Committee QR/2, Quality of Service. It was approved on behalf of the Council of Standards Australia on 12 March 1999 and on behalf of the Council of Standards New Zealand on 22 March 1999. It was published on 5 May 1999.

The following interests are represented on Committee QR/2:

Australian Association of Certification Bodies
Australian Automobile Association
Australian Retailers Association
Australian Organisation for Quality
Department of Defence (Australia)
Electricity Supply Association of Australia
Institution of Engineers Australia
Master Builders Australia
Metal Trades Industry Association of Australia
New Zealand Association of Certifying Bodies
Public Relations Institute of Australia
Quality In Law (Australia)
Quality Society of Australasia
Sydney Water Corporation
Telarc New Zealand
Tourism Training Australia

Additional interests participating in preparation of Standard:

Acotrel Risk Management (Australia)
The Association of Consulting Engineers Australia
Beca Carter Hollings and Ferner (New Zealand)
Douglas Quality Systems (Australia)
Gardiner TQM (Australia)
Kilpatrick Green (Australia)
Management and Quality Services (New Zealand)
Maple Associates (Australia)
Partnership Pareto (Australia)
Rovert Reviews (Australia)
Royal Australian Institute of Architects

Review of Standards. To keep abreast of progress in industry, Joint Australian/New Zealand Standards are subject to periodic review and are kept up to date by the issue of amendments or new editions as necessary. It is important therefore that Standards users ensure that they are in possession of the latest edition, and any amendments thereto.

Full details of all Joint Standards and related publications will be found in the Standards Australia and Standards New Zealand Catalogue of Publications; this information is supplemented each month by the magazines 'The Australian Standard' and 'Standards New Zealand', which subscribing members receive, and which give details of new publications, new editions and amendments, and of withdrawn Standards.

Suggestions for improvements to Joint Standards, addressed to the head office of either Standards Australia or Standards New Zealand, are welcomed. Notification of any inaccuracy or ambiguity found in a Joint Australian/New Zealand Standard should be made without delay in order that the matter may be investigated and appropriate action taken.

AS/NZS 3905.12:1999

Australian/New Zealand Standard™

Quality system guidelines

Part 12: Guide to AS/NZS 9001:1994 for architectural and engineering design practices

First published as AS/NZS 3905.12:1999.

Published jointly by:

Standards Australia
1 The Crescent,
Homebush NSW 2140 Australia

Standards New Zealand
Level 10, Radio New Zealand House,
155 The Terrace,
Wellington 6001 New Zealand

ISBN 0 7337 2642 9

PREFACE

This Guide was prepared by the Joint Standards Australia/Standards New Zealand Committee QR/2, Quality of Service.

The objective of this Guide is to provide guidance to architectural and engineering design practices operating in the building and construction industries on the adoption of quality management systems within the practice as a method of assuring professional standards of performance, managing for quality improvement and satisfying contractual and certification requirements.

The primary aim of this Guide is to explain the requirements of AS/NZS ISO 9001:1994, *Quality systems—Model for quality assurance in design, development, production, installation and servicing* in terms which can be readily understood and are relevant to architects and engineers, or other designers, consultants and professionals practising in the building and construction industry. It further aims to suggest approaches to quality system implementation appropriate to a design practice, and to highlight potential benefits.

Although the guidance and examples provided tend to reflect the model of a small to medium private practice, the reader should be able to adapt the guidance to related applications, such as larger practices, in-house design groups within private organizations or public utilities, other design disciplines, or to circumstances where the practice provides professional services other than design.

This Guide addresses the requirements of AS/NZS ISO 9001 (also referred to herein as ‘the Standard’). Section 4 of this Guide follows the format of AS/NZS ISO 9001, for ease of cross-referencing. Sections 2 and 3 provide general guidance relevant to quality system implementation in the design consultancy context.

This Guide is complementary to and is compatible with AS/NZS 3905.2, *Quality system guidelines, Part 2: Guide to AS/NZS ISO 9001, AS/NZS ISO 9002, and AS/NZS ISO 9003 for construction*, which focuses on construction projects. However, this Guide focuses on the design practice, and on planning, management and design issues within the practice itself, and therefore defines the term ‘project’ differently. Reference should be made to AS/NZS 3905.2 for guidance on the application of quality systems to construction projects, for specifying requirements for quality assurance on projects, and for performing building and construction related activities that are not directly related to design.

This Guide also recognizes the guidance provided in AS 3904.2/NZS 9004.2/ISO 9004-2, *Quality management and quality system elements—Guidelines for services* and other related publications, of which further information is provided in Appendix A.

The term ‘informative’ has been used in this Standard to define the application of the appendix to which it applies. An ‘informative’ appendix is only for information and guidance.

© Copyright — STANDARDS AUSTRALIA/STANDARDS NEW ZEALAND

Users of Standards are reminded that copyright subsists in all Standards Australia and Standards New Zealand publications and software. Except where the Copyright Act allows and except where provided for below no publications or software produced by Standards Australia or Standards New Zealand may be reproduced, stored in a retrieval system in any form or transmitted by any means without prior permission in writing from Standards Australia or Standards New Zealand. Permission may be conditional on an appropriate royalty payment. Australian requests for permission and information on commercial software royalties should be directed to the head office of Standards Australia. New Zealand requests should be directed to Standards New Zealand.

Up to 10 percent of the technical content pages of a Standard may be copied for use exclusively in-house by purchasers of the Standard without payment of a royalty or advice to Standards Australia or Standards New Zealand.

Inclusion of copyright material in computer software programs is also permitted without royalty payment provided such programs are used exclusively in-house by the creators of the programs.

Care should be taken to ensure that material used is from the current edition of the Standard and that it is updated whenever the Standard is amended or revised. The number and date of the Standard should therefore be clearly identified.

The use of material in print form or in computer software programs to be used commercially, with or without payment, or in commercial contracts is subject to the payment of a royalty. This policy may be varied by Standards Australia or Standards New Zealand at any time.

CONTENTS

	<i>Page</i>
SECTION 1 SCOPE AND GENERAL	
1.1 SCOPE	4
1.2 APPLICATION	4
1.3 REFERENCED DOCUMENTS	4
1.4 TERMINOLOGY	4
SECTION 2 QUALITY SYSTEMS AND THE DESIGN PRACTICE	
2.1 GENERAL	8
2.2 CHARACTERISTICS OF EFFECTIVE QUALITY SYSTEMS	8
2.3 THE PROCESS MODEL	9
2.4 PLANNING	10
2.5 DOCUMENTATION	10
2.6 RECORDS	11
SECTION 3 PLANNING, DEVELOPING, IMPLEMENTING AND IMPROVING A QUALITY SYSTEM	
3.1 INITIAL PLANNING	12
3.2 QUALITY SYSTEM PLANNING	12
3.3 DEVELOPING A QUALITY SYSTEM	13
3.4 IMPLEMENTING AND IMPROVING A QUALITY SYSTEM	13
SECTION 4 COMMENTARY ON QUALITY SYSTEM REQUIREMENTS	
4.0 INTRODUCTION	15
4.1 MANAGEMENT RESPONSIBILITY	16
4.2 QUALITY SYSTEM	20
4.3 CONTRACT REVIEW	24
4.4 DESIGN CONTROL	26
4.5 DOCUMENT AND DATA CONTROL	36
4.6 PURCHASING	38
4.7 CONTROL OF CUSTOMER-SUPPLIED PRODUCT	43
4.8 PRODUCT IDENTIFICATION AND TRACEABILITY	44
4.9 PROCESS CONTROL	45
4.10 INSPECTION AND TESTING	47
4.11 CONTROL OF INSPECTION, MEASURING AND TEST EQUIPMENT	49
4.12 INSPECTION AND TEST STATUS	51
4.13 CONTROL OF NONCONFORMING PRODUCT	52
4.14 CORRECTIVE AND PREVENTIVE ACTION	53
4.15 HANDLING, STORAGE, PACKAGING, PRESERVATION AND DELIVERY	55
4.16 CONTROL OF QUALITY RECORDS	56
4.17 INTERNAL QUALITY AUDITS	58
4.18 TRAINING	60
4.19 SERVICING	61
4.20 STATISTICAL TECHNIQUES	62
APPENDICES	
A QUALITY STANDARDS AND GUIDES	63
B PROJECT QUALITY PLANNING IN THE DESIGN PRACTICE	68

This is a free preview. Purchase the entire publication at the link below:

[Product Page](#)

-
- Looking for additional Standards? Visit Intertek Inform Infostore
 - Learn about LexConnect, All Jurisdictions, Standards referenced in Australian legislation
-