

## EXECUTIVE SUMMARY

### ASSOCIATED CLAUSE ISO 9001:2008: 4.1

**TYRIS Construction (Pty)Ltd** has established and will maintain an effective Quality Management System (QMS), and continually improve its effectiveness in conformance with the requirements of ISO 9001:2008.

**TYRIS Construction (Pty)Ltd** will:

- 1) Identified the processes needed for the Quality Management System and its application in the organization and its customers.
- 2) Determined the sequence and interaction of these processes.
- 3) Determined the criteria and methods required to ensure that the operation and controls of these processes are effective.
- 4) Ensured that the necessary resources, information necessary to support the operation and monitoring of these processes will be provided.
- 5) Set up systems to monitor measure and analyse the processes.

AND

- 1) Will implement actions necessary to achieve planned results and continual improvement of these processes.

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**QUALITY  
MANAGEMENT  
SYSTEM  
POLICY**

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**TABLE OF CONTENTS**

1. Introduction.....	3
2. Quality Management System – Vision Statement .....	4
3. Quality Management System – Mission Statement.....	4
4. Quality Management System - Process.....	5
4.1 Company Policy .....	5
4.2 Work Instruction .....	5
4.3 QA Forms / Product Process Quality Plan .....	5
4.4 Company Audits.....	5
5. Quality Management System – Responsibility & Feedback process.....	7

## 1. Introduction

ISO 9000 is a family of standards for quality management systems. ISO 9000 is maintained by ISO, the International Organization for Standardization and is administered by accreditation and certification bodies. For a manufacturer, the requirements in ISO 9001 would include:

- A set of procedures that cover all key processes in the business;
- Monitoring manufacturing processes to ensure they are producing quality product;
- Keeping proper records;
- Checking outgoing product for defects, with appropriate corrective action where necessary;
- Regularly reviewing individual processes and the quality system itself for effectiveness.

ISO 9001:2008

The ISO 9001:2008 quality management system is a formal statement from management, closely linked to the business and marketing plan and to customer needs. The quality management system is understood and followed at all levels and by all employees. Each employee needs measurable objectives to work towards.

Decisions about the quality management system are made based on recorded data and the system is regularly audited and evaluated for conformance and effectiveness.

TYRIS Construction (Pty)Ltd provides documented procedures to control quality documents. Every employee has access to up-to-date documents and is aware of how to use them.

TYRIS Construction (Pty)Ltd has mapped out all key processes in the company; control them by monitoring, measurement and analysis; and ensure that product quality objectives are met.

## **2. Quality Management System – Vision Statement**

- To deliver a high quality product with differentiated superb finishes to satisfy our clients
- Our motto: "Quality is not an act, it is a habit". Aristotle

## **3. Quality Management System – Mission Statement**

- Maintain a proven track record of service delivery, consistency and reliability
- Zero building defect ratio
- Implement Quality Assurance processes based on the ISO 9001:2008 quality management system principles, and continually improve its effectiveness
- Attain ISO 9001:2008 certification

#### **4. Quality Management System - Process**

##### **4.1 Company Policy**

A Company Policy is a standard, statement, or procedure of general applicability adopted by the Board of Directors that provides a description of desired system behaviour.

Example: Quality Management System Policy

##### **4.2 Work Instruction**

A Work Instruction is a specification of a best practice approach in term of a series of actions, acts or operations which have to be executed in the same manner in order to always obtain the same result in all circumstances. This term also describes a sequence of activities, tasks, steps, decisions, calculations and processes, that when undertaken in the sequence laid down by the Directors produces the described result, product or outcome.

Example: Work Instruction – Excavations

##### **4.3 QA Forms / Product Process Quality Plan**

A QA Form / PPQP, when completed, represents a formal statement for an executed procedure or request.

Example: Quality Assurance Form – Excavations Strip Footing

##### **4.4 Contract Quality Plan**

The purpose of the Contract Quality Plan document allows for a medium to communicate to the client, TYRIS Construction's plan regarding the quality assurance processes that it intends implementing for a specific project. TYRIS Construction has specifically adopted the SANS1200 standard for the purpose of work instruction/construction procedure steps, with regards to civil work, and the SANS10400 for the work instruction/construction procedure steps with regards to building construction work.

##### **4.5 Company Audits**

A Company Audit is the evaluation of a system or process. Company Audits are performed to ascertain the validity and reliability of information, and also provide an assessment of a system's internal control. Auditing is therefore a part of a quality

management system certification such as ISO 9001:2008. The goal of an audit is to express an opinion on the system or process under evaluation based on work done.

Example: Internal Quality Assurance Audit

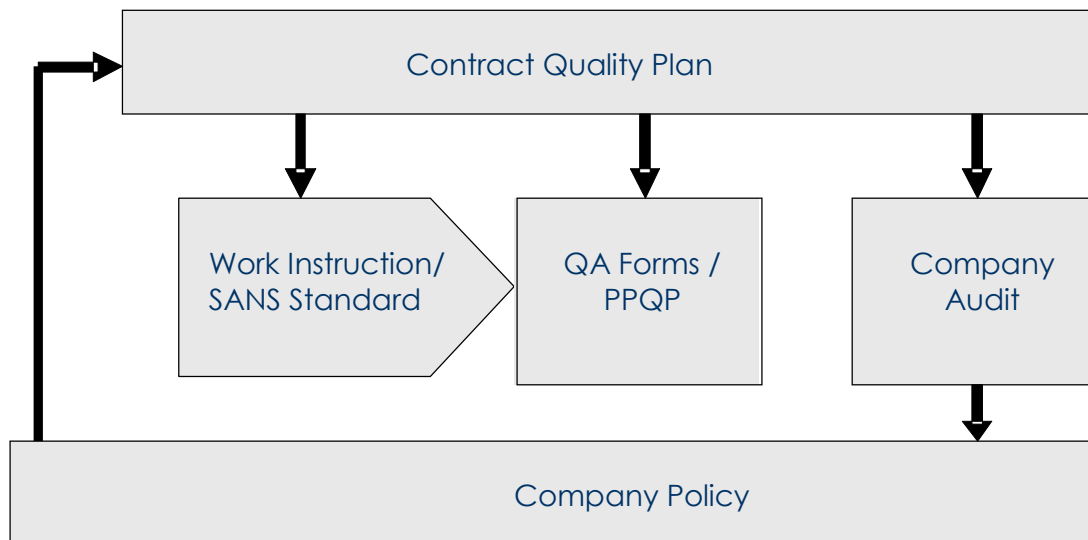


Figure 4.1: Graphical Illustration of Quality Management System Process.

## 5. Quality Management System – Responsibility & Feedback process

The following figure illustrates the responsibility and feedback process with regards to the Quality Management System

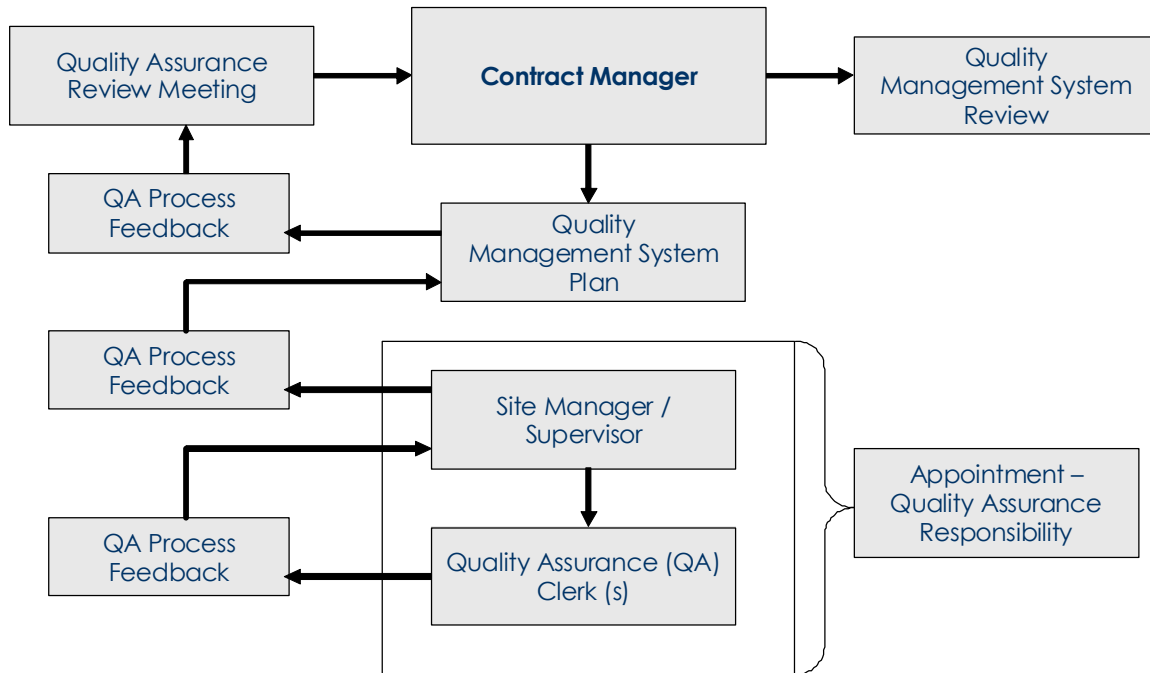


Figure 5.1: Graphical Illustration of Quality Management System – Responsibility & Feedback process.