*This sample manual has been designed for use by a business performing trade measurement work of most licence classes/subclasses as defined in the National Trade Measurement Regulations 2009 and requires a small amount of customisation, assisted by following the instructions below. Where licence class 4 subclass 4.3 alcoholic beverage measures by batch test is the only licence class held, please use the special manual template developed specifically for that class/subclass.*

*Instructions:*

1. *Substitute all yellow highlighted sections with appropriate information for your business as described in that highlighted section. The information should be customised to your reflect your business practice where applicable. No yellow should remain once you have completed a section, however where you use information provided in the example you can simply highlight the yellow, select the highlight icon in the top toolbar, then select none.*
2. *All grey highlighted areas (such as this section) are for your information only, provided as a guide. The grey highlighted text* ***should be deleted*** *after you have finished reading and applying the information. No grey text should remain in the document.*
3. *All other sections (no colour) are generic in nature, suitable for most business. You should become familiar with these parts of the document but may leave. Should you feel a section that has no colour does not apply to your business practice, or your business practice differs from that written, please discuss this with NMI before changing/removing.*
4. *The revision record below is used when minor changes/updates are made to the manual. It is used as a summary of the changes and used only AFTER the first issue has been made.*

Quality Manual

of

<insert your registered business & trading name here>

**RELEASE RECORD**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Version No.** | | **Version Date** | **Description of change** | |
| 1 | |  | Initial release | |
| 2 | |  |  | |
| 3 | |  |  | |
| 4 | |  |  | |
| 5 | |  |  | |
| Approved By: Quality Management Representative | | |  | |
| Date: *This date should match the date in the footer & table* | | |  | |

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# Introduction

*In accordance with Regulation 2.43(22) of the National Trade Measurement Regulations 2009, it is a condition of licence that a servicing licensee maintains a quality management system in an approved form. Other conditions should be addressed throughout the quality management system as required.*

Quality management systems are established to provide focus and direction within an organisation; to have a positive impact on operational effectiveness resulting in a high quality product or service.

This quality manual is a controlled document forming the framework of the quality management system of <insert company name> operating from <insert the street address of the head office of the business>, and relates only to licensed trade measurement work under the servicing licence number SL-<insert licence number> issued by the National Measurement Institute (NMI).

*Remove the next paragraph and dot point where the licence is for one address only*

Other operational locations for this licence are:

* <insert each street address **associated with the operation of the licence**, one per dot point>

This licence permits competent and authorised persons to verify approved instruments of licence subclasses:

* <insert each licence subclass held along with any restrictions, one dot point for each (eg 1.1 – Measures of length not exceeding 2 metres)>

# Scope

This quality manual is the responsibility of all employees engaged in trade measurement work and includes:

* a statement of the organisation’s commitment to the Quality Management System;
* a description of the roles and responsibilities of the organisation’s personnel associated with trade measurement work;
* a summary of reference document access, storage and control;
* provisions for maintaining training records;
* standards for equipment handling; and
* provisions related to internal/external review and audit.

# References

*Below is a list of typical reference documents for a business who holds a licence to verify trade instruments. The list below covers requirements for all licence classes. All relevant NITPs should be added under dot point 7 as required.*

The following is a list of core documents referenced throughout the Quality Management System and/or used by the organisation:

* *National Measurement Act 1960*
* *National Measurement Regulations 1999*
* *National Trade Measurement Regulations 2009*
* Relevant certificate/s of approval
* Licensing directives, newsletters and forms issued by NMI
* General Information for Test Procedures
* <insert NITPs as required (eg NITP 1 – National Instrument Test Procedures for Verification of Length Measuring Instruments) include a dot point for EACH NITP used covering all licence subclasses held>
* Quality Manual (this document)
* <insert any internal verification procedures, one dot point for each one>

# Terms and Definitions

Terms and definitions are documented in the reference document “General Information for Test Procedures”. Additionally, abbreviations are defined throughout this quality manual as required.

# Administration

## 4.1 Quality Management Policy

*A “quality management policy” is a company’s statement of intent. The statement spells out a Servicing Licensee’s intention and direction with regard to quality management and how it is applied in its business activities. Any reference to the types and classes of measuring instruments included in the scope of the quality management system must correspond to one or more of the classes of measuring instruments for which a Servicing Licence may be issued. The following statement is an example only and may be customised, but does contain minimum information you should include.*

<Insert company name> has experience and expertise in the <enter your business field of expertise (eg “manufacture, assembly, installation, repair, testing and adjusting of mechanical and electronic weighing equipment”)>.

It is our policy to ensure that any work carried out within the scope of the servicing licence complies with the requirements of the *National Measurement Act 1960* as administered by the National Measurement Institute.

Each employee involved in trade measurement work has a responsibility to demonstrate a continuing commitment to our policies and procedures, ensuring that they are implemented and maintained across all of our trade measurement activities.

## 4.2 Management Representative

*Management representation is one of the most important elements of the Quality Management System. It provides endorsement in the form of a statement nominating a specific person taking primary responsibility for the quality management system and for compliance with the National Measurement Act 1960 on behalf of the licence. The nominated person must have the responsibility and authority to implement and enforce the company’s quality policies with the support and backing of the company director.*

<Insert nominated management representative’s name> is hereby appointed as management representative for the purposes of the quality management system.

The Management Representative has the full support of company management to establish, implement and maintain the quality management system in accordance with this Quality Manual, the *National Measurement Act 1960* and any conditions or directives issued by NMI in order to ensure continued accreditation as a Servicing Licensee.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date: \_\_\_\_/\_\_\_\_/\_\_\_\_**

**Endorsement of Quality Policy and**

**Management Representative by Director**

## 4.3 Training

Section 18NH(b) of the *National Measurement Act 1960* imposes a condition on all servicing licensee holders that they must not employ a person to verify a measuring instrument unless he or she is competent to do so.

Employees authorised to verify measuring instruments under the servicing licence are referenced in the section Responsibility and Authority below.

To be authorised, the employee must have obtained a statement of attainment for the appropriate unit(s) of competency from NMI (see NMI website for the list of current units). Employees who have not obtained the appropriate statement of attainment can not verify measuring instruments.

Training records are maintained for each employee involved in trade measurement work which includes a copy of any statement of attainments held.

## 4.4 Responsibility and Authority

Responsibility and authority of all employees involved in trade measurement work is summarised in <insert the location of the employee responsibility and authority records. This can be within this document as an Appendix (see Appendix A) or in an external document such as a spreadsheet or table, where you would define the name of the document and the location (eg “the excel spreadsheet Trade Measurement Staff located on the computer network under administration/staff” or similar)>.

NMI must be notified of any change to an employee’s authority to verify measuring instruments within 14 days of the change occurring using NMI Form C. This includes both the employment of a new verifier, ceasing of the employment of an existing verifier or a change in residential address.

At least one director/owner may be subject to a national police check when applying for or renewing the licence to demonstrate they are a fit and proper person to hold a servicing licence.

## 4.5 Document Control

Only controlled documents may be referenced for trade measurement work as listed in Section 2 above. Documents may be filed in printed or electronic form, or may be accessed online via the NMI website as required.

Filed documents shall be checked for currency before use, and the version, title, location and distribution identified and recorded.

Where a controlled document is in printed form, it shall be reviewed and authorised before use, identified by the dated signature of the management representative on the front cover.

Where a document has been superseded or updated, all controlled copies shall be replaced and/or updated and superseded versions destroyed or deleted. If a superseded document is to be kept for any reason, it shall be marked prominently as “SUPERSEDED” and filed/stored separately to the current version.

Changes to documents shall be acknowledged by the custodian of the document via email to the management representative confirming both receipt of the new/revised document and removal from use of the superseded document.

## 4.6 NMI Forms

The following electronic forms, as provided by NMI, are used to communicate with NMI via email for matters related to the servicing licence, all sections of the relevant form shall be completed or marked “NA” prior to submission and a copy of the submitted form and associated attachments retained for a minimum of three years (electronic or printed):

* Form A – Servicing licence application
* Form B – Regulation 13 notification
* Form C – Verifier registration or deregistration
* Form 6 – Notification of Instrument Verification or Non Verification Form (for a small number of instruments in a 14 day period at the same premises)
* Form 6A – Notification of Instrument Verification or Non Verification Form (for a large number of instruments in a 14 day period from multiple premises)

## 4.7 Records

All records required to be held under the *National Measurement Act 1960*:

* Are securely retained in a permanent, retrievable form for at least three years (whether electronic or printed);
* Are backed up regularly when electronic;
* Are legible and directly traceable to the items verified; and
* Are available to NMI for review.

*Whenever a measuring instrument is verified,* ***BOTH*** *the instrument controller* ***AND*** *NMI must be notified of the verification in writing within 14 days.* Where a Notice of Verification is completed, <insert the company’s procedure for using and submitting NMI Form 6 or 6A. Include the responsibility for completion of the form, submission to NMI and the instrument controller, all within 14 days of the verification>. The form MUST be received by NMI within 14 days of the verification being completed.

Where a Notice of Non-verification is completed, the instrument controller MUST be advised verbally that the instrument does not comply with the *National Measurement Act 1960* and its use for trade is not permitted. A written copy of the notice MUST be left with the instrument operator before leaving the site and received by NMI within 14 days of the non-verification.

*Remove this paragraph if not applicable* Measuring instruments verified under licence subclass *remove the subclasses of licence not held* 5.2, 6.4, 6.5, 6.6, 6.9, 10.1 and 10.2 are required to have a test report completed for each instrument verified. The test report MUST be received by NMI with the Notice of Verification (NMI Form 6 or 6A) within 14 days of the verification being completed. A sample test report is available <insert location of test report (eg “at Appendix E” or “in the Appendix of the appropriate NITP”) or other location as required>.

*Remove this paragraph if not applicable* For weighing instruments of classes 6.3 and 6.4, an NMI Analysis Report on 6B/0 calculations may be required. It shall be completed by a 6B/0 licensed servicing organisation and comply as required for the instrument to be converted / manufactured / repaired. The Analysis Report MUST be received by NMI with the Notice of Verification (NMI Form 6 or 6A) within 14 days of the verification being completed.

Other required records are defined throughout this quality manual.

## 4.8 Corrective/Preventive Action

Customer feedback, complaints, staff suggestions for quality management system improvements and detected deficiencies in testing and/or results should be recorded using the Corrective/Preventive Action Form (see Appendix B).

Complete the relevant sections of the form and forward to the Management Representative (see section 4.2 above), responsible for maintaining a file of corrective and preventive actions, who shall investigate appropriately, recording the results of the evaluation, including any cause conclusion reached and actions taken to rectify or prevent further occurrence.

The contents of the corrective/preventive action file shall be considered when the quality system is reviewed, to assess whether the nominated actions have been effective.

## 4.9 Audit

Compliance audits are performed to determine the extent to which verification work is complying with written procedures and servicing licence conditions. These audits are performed both internally by our own staff and externally by NMI.

Internal audits are performed at least annually using the Audit Form (see Appendix C). The Management Representative maintains the audit schedule and records.

# Verification Activity

## 5.1 Test Procedure

Verification of measuring instruments used in trade MUST be performed in accordance with the National Instrument Test Procedures (NITP) as specified by the NMI, but only those within the scope of our licence regardless of experience or expertise.

*Repeat the following paragraph for each NITP required to cover all classes of licence held.*

Verification of measuring instruments under licence class <insert licence class> is performed in accordance with NITP <insert NITP number>.

Some measuring instruments require additional testing to those described in the NITP. Additional tests are described in the instrument’s Certificate of Approval (CoA) if applicable (see 5.2 below).

All measuring instruments to be verified must perform within the applicable Maximum Permissible Error (MPE) at the time of Verification as defined in the *National Trade Measurement Regulations 2009*, the NITP and the CoA. Where the MPE differs between the documents, the smallest MPE shall be applied.

*Where your company has internal work instructions describing the work performed to verify a measuring instrument, insert those details here, one paragraph for each instruction. Otherwise delete the following paragraph.*

Refer to <insert the internal procedure/instruction details as required ie work instruction “verification”> for specific verification instructions.

## 5.2 Certificate of Approval

Every measuring instrument presented for verification must be of an approved pattern and have a CoA. If the instrument does not comply with the CoA, verification of the instrument can NOT be conducted unless the compliance issue is resolved.

Access to the latest CoA is via the NMI website, [www.measurement.gov.au/publications](http://www.measurement.gov.au/publications).

## 5.3 Reference Standards

*Select the appropriate paragraph from the NEXT 2 PARAGRAPHS and delete the other, if your reference standards include pressure gauges and/or thermometers, delete the first paragraph. If not, delete the second paragraph.*

All reference standards of measurement must meet the equipment requirements outlined in the relevant NITP, including class and MPE specifications, and shall be verified by a Verifying Authority under Regulation 13 of the *National Measurement Regulations 1999*.

All reference standards of measurement must meet the equipment requirements outlined in the relevant NITP, including class and MPE specifications. Pressure gauges and thermometers used to perform verifications must, as a minimum, have a NATA endorsed certificate, while all other reference standards of measurement used to perform verifications shall be verified by a Verifying Authority under Regulation 13 of the *National Measurement Regulations 1999*.

If a reference standard of measurement has passed the expiry date shown on the certificate or is damaged in any way, it shall be tagged or labelled, quarantined and must NOT be used until it is repaired and/or tested and a new certificate issued.

Refer to the reference standards of measurement list <insert the location of the list of reference standards of measurement. This can be within this document as an Appendix (eg “in Appendix D”) or in an external document such as a spreadsheet or table, where you would define the name of the document and the location (eg “in the excel spreadsheet Reference Standards located on the computer network under verification/equipment”) or similar> *No matter the location of the list, the list should contain as a minimum the denomination, class, identification, certificate no., verification date and expiry date.*

NMI shall be notified of changes to reference standards of measurement within 14 days of the change occurring using NMI Form B and/or supplying a copy of the latest standards list. Changes include replacement, re-verification, calibration or decommissioning. Unless the certificate is issued by NMI, submit a new copy of the relevant certificate(s) with NMI Form B and/or the latest standards list.

## 5.4 Verification Mark

A measuring instrument is verified when a verifier is satisfied the instrument operates within the appropriate MPE, is of an approved pattern and is marked with a verification mark. This is done in conjunction with the completion of NMI Form 6 or 6A, Notice of Verification of a Measuring Instrument.

Upon verification, any existing verification mark on a measuring instrument shall be removed before the new verification mark is attached.

Where a measuring instrument has an existing verification mark and either operates outside of the MPE or does not meet the requirements of the approved pattern, the mark should be removed and NMI Form 6 or 6A, Notice of Non-verification of a Measuring Instrument, completed as per section 4.7 above.

A verification mark consists of nine (9) alphanumeric characters made up of three (3) components in sequence:

* The licensee’s mark – 3 letters assigned by NMI to identify our company, <insert the licensee mark>;
* The verifier’s identification – 4 digit number derived from the last 4 digits of the verifier’s registration number (ie for “VR-00234” the verifiers ID would be “0234”). For individual verifier registration numbers, see section 4.4 above for responsibilities and authority; and
* The date of verification – a month and year code made up of a single letter to represent the month and the last numeral of the year of verification (ie January 2013 – “A3”).

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| January | A | May | E | September | I |
| February | B | June | F | October | J |
| March | C | July | G | November | K |
| April | D | August | H | December | L |

As an example: measurement ticket

ABC0234A3

Marking of instruments is by means of marking a <insert your companies mark method ie can be a lead plug, lead seal used with wire or destructible adhesive label>. No advertising statements are permitted on the verification mark.

Remove if you do not use adhesive labels Adhesive labels shall be attached in an easily visible location, preferably near the data plate.

Sealing is only required if it is detailed in the Certificate of Approval for the measuring instrument. All seals must be tamper evident and NMI supplied verification labels can NOT be used. A seal should ONLY contain the licensee’s mark (3 letters assigned by NMI) and should not give the impression of being a verification mark.

Appendix A

Responsibilities & Authorities

| Name | Job Position / Reports to | Responsibilities | Allocation of Reference Documents & Forms |
| --- | --- | --- | --- |
| <insert name of director/verifier> | <insert position title of staff member> / <insert who the staff member reports to in the table> | The following are some examples of points to use for staff responsibilities in this column depending on persons role within your company  Management Representative  Responsible for maintaining accreditation of company, and compliance with Trade Measurement requirements including –   * drafting policy on quality; * ensuring resource documents are kept up to date; * the quality of verification work carried out by the business; * meeting regulatory obligations as stated in the *National Measurement Act 1960*; * recording customer complaints and non-conformances relating to Trade Measurement verifications and implementing corrective actions to prevent any recurrence.   Reviewing the ongoing suitability of the quality system.  Responsible for recording, filing and data entry.  Responsible for accessing information relating to currency of certificates of approval.  Responsibility for service activity of company and supervision of technicians.  Verification of measuring instruments within the bounds of the Servicing Licence, verifier number <insert the staff members verifier registration number ie VR-0234> | All documents listed under section 2 of this quality manual |
| <insert name of staff member> | <insert position title of staff member> | This may be an administration officer, a verifier or any other person involved in the business. <insert any trade measurement responsibilities of the staff member (this includes verification duties if applicable)> |  |
|  |  |  |  |

Appendix B

Corrective/Preventive Action Form

**Date:** \_\_\_\_/\_\_\_\_/\_\_\_\_

**Details:** (attach any letters/emails as required)

|  |
| --- |
|  |
|  |
|  |
|  |

**Seriousness:** Critical ( ) Major ( ) Minor ( )

**Comments:** (including any suggestions or immediate action taken)

|  |
| --- |
|  |
|  |
|  |
|  |

**Results of Evaluation:** (including any cause conclusion if applicable)

|  |
| --- |
|  |
|  |
|  |
|  |

**Likelihood of Recurring**: Certain ( ) High ( ) Low ( )

**Action Taken:** (Not necessary when a minor issue has a low likelihood of recurring)

|  |
| --- |
|  |
|  |
|  |
|  |

Person Responsible: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Agreed Completion Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Follow Up Results

I have checked the implementation of the corrective/preventive actions and found the actions to be effective.

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(Management Representative) Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Appendix C

Audit Form

**Auditor: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \*Result (R): C = Compliant; NC = Non-compliant; NA = Not Applicable)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **No.** | **Section Title** | **R\*** | **Comments** | **Date Rectified (if applicable)** | **QMR Sign-off (if applicable)** |
| 1 | Introduction |  |  |  |  |
| 2 | References |  |  |  |  |
| 3 | Terms and Definitions |  |  |  |  |
| 4.1 | Quality Management Policy |  |  |  |  |
| 4.2 | Management Representative |  |  |  |  |
| 4.3 | Training |  |  |  |  |
| 4.4 | Responsibility and Authority |  |  |  |  |
| 4.5 | Document Control |  |  |  |  |
| 4.6 | NMI Forms |  |  |  |  |
| 4.7 | Records |  |  |  |  |
| 4.8 | Corrective/Preventive Action |  |  |  |  |
| 4.9 | Audit |  |  |  |  |
| 5.1 | Test Procedure |  |  |  |  |
| 5.2 | Certificate of Approval |  |  |  |  |
| 5.3 | Reference Standards |  |  |  |  |
| 5.4 | Verification Mark |  |  |  |  |

Appendix D

Physical Standards

Populate the table with information from the Regulation 13 certificates / NATA certificates of all measurement standards used for verification work as per example in first row

At minimum, the table should contain standards covering the equipment lists shown in the relevant NITP

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Certificate Nos | Description | Serial No. | No. of Items | Class | Date of Verification | Expiry Date | Allocated To |
| ABC123 | Box Set of brass masses 50 mg – 10 kg | XYZ | 20 | Inspectors  3 | 1/7/2012 | 1/7/2014 | Joe Bloggs |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |

Appendix E

Test Report Form

If you have a customised test report used by your company, insert it here. If you currently use the test report sample available in appendix A of the relevant NITP, delete this appendix and remove references to this appendix from section 4.7 above.