

## ASSIGNMENT MANAGEMENT POLICY

### CONTENTS

	<b>Page</b>
1. Purpose	3
2. Scope	3
3. Definitions	3
4. Responsibility	3
5. Assignment Management	4
5.1 Assignment Planning	5
5.2 Client Related Processes	5
5.2.1 Assignment Scope – Identification	5
5.2.2 Assignment Scope – Review	5
5.2.3 Client Communication	6
5.3 Assignments	7
5.3.1 Control of Assignments	7
5.3.2 (Intentionally left blank)	7
5.3.3 Identification & Traceability	7
5.3.4 Client Property	8
5.3.5 Preservation of Product	8
5.4 Control of Monitoring & Measuring Devices	9
6. Related Documents	10
7. Appendices – Nil	

## 1. PURPOSE

This procedure describes the processes by which EZE Solutions Pty Ltd. manages assignments.

## 2. SCOPE

This procedure is applicable to all assignments undertaken by EZE Solutions Pty Ltd.

## 3. DEFINITIONS

**Management:** This term is used throughout the quality management system to describe the Managing and Executive Director.

**EZE Solutions:** This term is used throughout the quality management system to describe EZE Solutions Pty Ltd.

## 4. RESPONSIBILITY

**Document Owner:** To formally review this procedure to determine its continuing suitability and applicability. Where changes are necessary these shall be carried out in accordance with the Quality Management System.

## 5. PROCEDURE

All assignments carried out by EZE Solutions are performed according to a formal process that comprises three key stages:

- a) enquiries, and assignment allocation;
- b) estimating and tendering; and
- c) assignment execution.

EZE Solutions utilises three fundamental activities which underpin the management of quality throughout the process and are applied to each assignment, they are:

- a) contract review;
- b) assignment checking and approval; and
- c) risk management.

### 5.1 Assignment Planning

Assignment Managers are responsible for creating and maintaining Assignment Checking and Approval Plans for each assignment they undertake.

When developing plans for assignments the following shall be determined as appropriate:

- a) the quality objectives and requirements for the assignment;
- b) the processes, documents and resources required;
- c) the verification, validation, monitoring, inspection and test activities required; and
- d) the records that will be needed to provide evidence that the assignment deliverables will meet the client's requirements.

### 5.2 Client Related Processes

#### 5.2.1 Assignment Scope – identification

EZE Solutions defines how:

- a) client requirements are defined and documented;
- b) where known, any other necessary requirements for the specified or intended use which are not stated by the client are determined and considered; and
- c) statutory and regulatory requirements related to the assignment are determined.

#### 5.2.2 Assignment Scope – review

EZE Solutions is aware of the need to ensure that it has the capability to carry out the contracted requirements of its clients prior to committing to an assignment.

EZE Solutions ensures that:

- a) the assignment requirements are defined;
- b) any differences between the order requirements and those in the tender are resolved and documented;
- c) it has the capability of meeting contractual requirements;
- d) the requirements of the contract are clearly understood and unambiguous;
- e) where amendments to the contract parameters are identified, the resultant changes are communicated to the personnel concerned;
- f) records of contract review activities and any actions arising from them are maintained; and
- g) where the scope is agreed verbally or contractual instructions are provided by the client, these shall be acknowledged in writing by EZE Solutions.

### **5.2.3 Client Communication**

EZE Solutions shall communicate with clients in relation to:

- a) capabilities and credentials, either through use of approved company literature or specific bid documentation;
- b) assignment information, in accordance with Assignment Execution;
- c) enquiries and contracts including amendments, in accordance with the Preparation of Tenders; and
- d) client feedback including compliments and complaints, in accordance with Measurement, Analysis and Improvements.

## **5.3 Assignments**

Each contract carried out by EZE Solutions on behalf of a client shall be controlled as an assignment. Responsibility for each assignment shall be allocated to an Assignment Manager. Individual files shall be maintained that contain all records related to a particular assignment.

### **5.3.1 Control of assignments**

EZE Solutions sets out the process to be followed when controlling assignments.

### **5.3.2 Validation of Processes for Production and Service Provision**

Thorough checks are carried out by two independent professional staff before a "Draft Report" is submitted to the Client.

### **5.3.3 Identification and traceability**

Each assignment shall be individually identified by a unique number, generated automatically by VISION when appropriate information related to an assignment is entered into the system.

The appropriate assignment number shall be applied to all work, correspondence and paperwork associated with a particular assignment, in order to maintain identification and traceability, except where the client needs contradict with this requirement (for example, where documentation is being produced in the Client's format).

The status of work in progress is determined and maintained through VISION.

Therefore, all work undertaken on a particular assignment shall be recorded against a particular assignment number, in order to maintain the accuracy and integrity of the system and the assignment status.

All materials, e.g. technical documentation, drawings, software, prototype equipment, etc., received in connection with the client's order shall be identified by the appropriate assignment number, and be traceable to the supplier through the accompanying delivery documentation.

### **5.3.4 Client property**

Where EZE Solutions receives, holds, uses or controls materials (including intellectual property) supplied by a client on free issue, such material will be identified, verified, protected and safeguarded. Any unsuitable, damaged, lost, reject, scrap or excess material shall be recorded and reported to the client.

Such material will only be disposed of according to instructions received from the client.

### **5.3.5 Preservation of product**

It is the responsibility of all staff to ensure that a product is handled in such a manner that will prevent abuse, misuse, damage or deterioration.

Appropriate storage facilities shall be used to prevent damage or deterioration of materials or products prior to or during delivery.

All documented products in whatever medium, shall be presented in accordance with either the corporate Style Guidelines established with EZE Solutions, or other format if specified by the client.

Products shall be packed for delivery using materials of a suitability to prevent damage during transit.

Handling - EZE Solutions provides methods of protection and means of handling that prevent damage and deterioration, during all phases of storage and delivery.

Storage - Procedures are raised to ensure that loss, damage, deterioration or incorrect processing of the product is prevented.

Packaging - EZE Solutions controls packaging, preservation and marking processes necessary to ensure and maintain conformance to client requirements.

Preservation - EZE Solutions ensures that all products received from the client or awaiting delivery to the client are handled, stored and packaged by methods that ensure that they are maintained in a condition similar to that in which they were received or in compliance with the clients' requirements.

Delivery - EZE Solutions arranges for the protection of product quality after final inspection, whilst in EZE Solutions's care and ensures that identifiable, acceptable products are in a suitable condition, when received by the user.

Specific Handling, Storage, Packaging or Delivery Requirements - EZE Solutions will meet any agreed specific client requirements identified in the respective contract.

### **5.4 Control of Monitoring and Measuring Devices**

Employees shall ensure that where it is necessary to ensure valid results, any measuring equipment employed is:

- a) Calibrated or verified at specific intervals, or prior to use, against measurement standards traceable to international or national measurement standards; where no such standards exist, the basis used for calibration or verification is recorded.
- b) Adjusted or re-adjusted as necessary.
- c) Identified to enable the calibration status to be determined.
- d) Safeguarded from adjustments that would invalidate the measurement result.
- e) Protected from damage and deterioration during handling, maintenance and storage.

Where computer software is used to monitor or measure specific requirements, the ability of that software to satisfy the intended application shall be confirmed prior to initial use, and reconfirmed as necessary thereafter.

### **RELATED DOCUMENTS**

Quality Management System

### **APPENDICES**

Nil

A handwritten signature in black ink, reading "Davender K. Jain", written over a horizontal line.

DAVENDER JAIN  
EXECUTIVE DIRECTOR,  
EZE SOLUTIONS PTY LTD.  
JANUARY 2008