



Outback Sleepers Group Quality Control Policy

Principles

Outback Sleepers Group (OSG) remains committed to producing high quality products and service through measuring and monitoring of all aspects within the business to exceed customer expectations and ensure quality will be experienced consistently across all departments of OSG.

Strategies

Effective management of the quality assurance policy in OSG will be achieved through the implementation of programs incorporating the following strategies.

- Providing sufficient training to staff to ensure understanding of the standards expected which are upheld and demonstrated through higher management.
- Quality-related components are an integral part of all major planning and review procedures.
- Clearly defined standards and measures to integrate QA into all aspects of the production process.
- Clear and concise written work instructions.
- Maintain a thorough internal audit system to measure effectiveness and compliance to all company Policies, Procedures, Work Instructions and Safe Operating Procedures.
- Utilising a system to focus of identifying potential risks/errors in sales and manufacturing processes to implement preventative action/contingencies.
- Responding to changing market requirements to continuously improve relations and product qualities through customer feedback.

Management Responsibility

Supervisors, managers, and directors are committed to implementing and developing the quality assurance of the OSG products and service in their respective departments, with diligent records on the company system.

Staff Responsibility

All staff members are responsible for following QA policies and procedures, reporting any practices in sales and manufacturing that does not meet the standard prescribed, and maintaining a high level of care in manufacturing and sales of products. Relaying customer feedback to respective supervisors and management.

Outback Sleepers Group – Quality Control Policy		Version 1.4	Page 1 of 2
Document No: 15.100.02.01		Effective Date:	26/7/2023

The controlled and most up-to-date version of this document is available on SharePoint

27/07/2023

27/07/2023

X Leanne Ineson

Leanne Ineson
Managing Director
Signed by: OSFG

X Michael Ineson

Michael Ineson
Managing Director
Signed by: OSFG

Outback Sleepers Group Quality Control Policy

Quality Management system

OSG employs its internal quality management system across all department of the business

Standards

Outback Sleepers Group are to maintain the following standards for 2m, 2.4m and 2.35m concrete sleepers for retaining walls (Under Fence Plinths, Cribs, Step Treads and Steel Products excluded:

- Product AS 4678:2002
- Concrete AS/NZS 3600:2018
- Plasticised Slump 180 +/- 10mm
- Aggregate 14 mm
- Water/cement ratio .45
- Steel reinforcing
 - Quality AS/NZS 4671:2001
 - Placement as per engineering specifications
 - Size as per engineering specifications
- Strength 60 MPa, after 28 days
- Dimensions
 - Length +/- 3mm
 - Height +/- 1mm
 - Thickness + 5.0mm /- 3.0mm 2.0m
 - Thickness + 3.0 / -4.0mm 2.4m
- Hairline cracks < 4mm
- Bowing/Curling
 - +/- 8mm for all products up to and including 2.0m
 - +/- 8mm for all products above 2.0m

References

AS 4678:2002

AS/NZS 3600:2018

AS/NZS 4671:2001

WGA Wallbridge Gilbert Aztec (Engineers)