



Instructions and Guidelines

**Managing the Quality Management System
Container Examination Facility
September 2010**

**This Instruction & Guideline refers to Practice Statement No:
PS2009/22 – Inspection and Examination of Sea Cargo**

Published date:	1 March 2011
Availability:	Internal and External
Subject:	Managing the Quality Management System
Purpose:	The Instruction and Guideline sets out the structure and process for managing the quality management system within the Container and Cargo Examination Facilities
Owner:	National Director Cargo
Category:	Operational
Contact:	National ISO coordinator, Sea Cargo Improvement

The electronic version published on the intranet is the current Instruction and Guideline

Summary of main points

- Structure and membership of Top Management
- Roles and responsibilities of members and committees

This Instruction and Guideline applies to staff in:

- Container Examination Facilities in Brisbane, Fremantle, Melbourne and Sydney
- Cargo Examination Facilities in Adelaide, Darwin, Launceston, Newcastle, Townsville

The Quality Management system is applied in Cargo Examination facilities in Launceston, Newcastle, Townsville and Darwin although these sites are not required to be certified

Introduction





These Guidelines should be read in conjunction with the Practice Statement 2009/22. This Instruction and Guideline sets out the management structure required to support, maintain and improve the quality management system

As the CEFs do not have responsibility for the design and development of a product or service on behalf of any customer, Customs and Border Protection is excluded from Section 7.3 “Design and development” of the Standard.

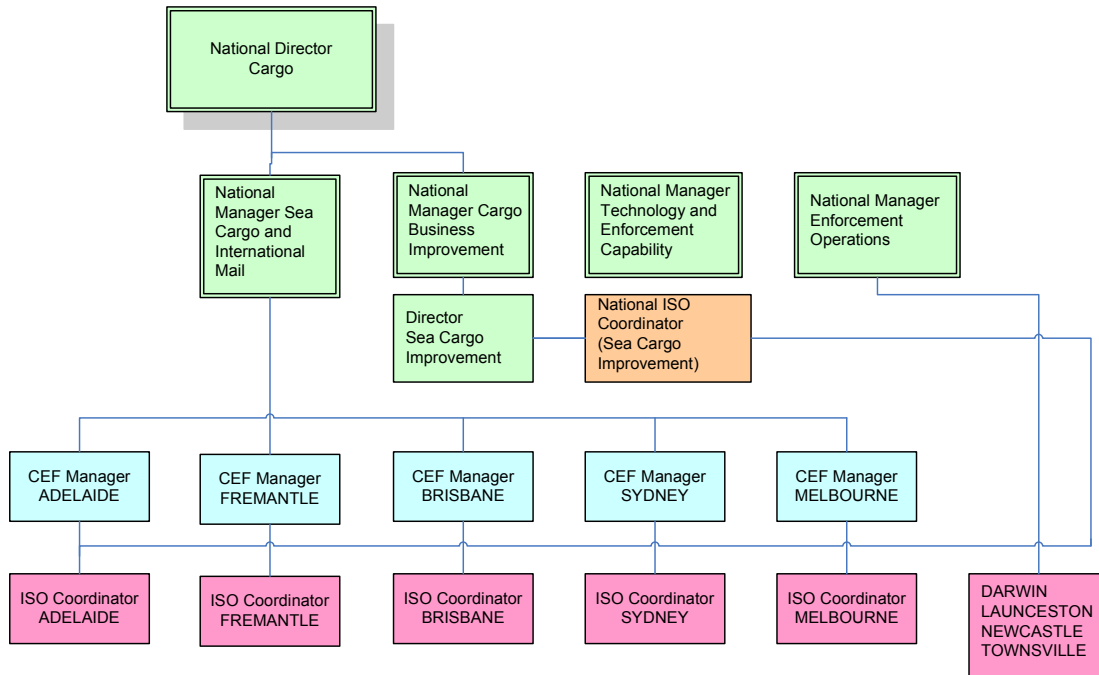
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TIERS OF MANAGEMENT

The CEF quality management system (QMS) is managed on a number of different levels. For the purposes of this standard, the following groups have responsibility for the administration of the QMS:

	Top Management
	National ISO Coordinator
	CEF Managers
	CEF ISO Coordinators

The management structure for the QMS is as follows:



ORGANISATIONAL STRUCTURE

Top Management

The Top Management consists of:

- National Director Cargo
- National Managers Cargo Business Improvement and Support, Sea Cargo and International Mail; Enforcement Operations, Technology and Enforcement Capability
- Director Sea Cargo Improvement

National ISO Coordinator (NISOC)

A management representative has been appointed in Sea Cargo Improvement section in Canberra to fulfil the role of NISOC.

The NISOC is responsible for liaising directly with Regional ISO Coordinators on quality issues, maintaining national documentation, briefing Top Management and overseeing the National Audit Schedule.

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CEF Managers

Individual CEF Managers are responsible for the operation, planning and ongoing administration of the CEFs and have high-level responsibility for the supervision of their QMS. CEF Managers liaise directly with Regional Management (i.e. Top Management) and their CEF's ISO Coordinator.

CEF ISO Coordinators

Each CEF has a nominated ISO Coordinator. The ISO Coordinator is responsible for maintaining the ISO 9001:2008 certification for their individual CEF, updating local documentation to reflect current processes and overseeing the documenting of their CEF's regional review process.

ONGOING MANAGEMENT REVIEW

Top Management Meetings (TMMs)

Top Management review of the QMS is to occur every 6 months.

Top Management support the development, implementation and improvement of the QMS at a national level by:

- Communicating its requirements:
Top Management communicate with CEF staff through national forums (e.g. CEF Managers' Meetings), internal emails and Cargo Division Sharepoint notice-board messages. Top Management representatives will also liaise with internal and external stakeholders as required.
- Approving National CEF Documentation:
Instructions and Guidelines and other documents are developed to ensure that practices being carried out at the CEFs are efficient and nationally consistent. New national documentation requires the endorsement of Top Management and approval of National Director Cargo.
- Ensuring the integrity of the QMS is maintained:
A system of internal audits and procedures has been implemented to identify areas of non-conformance. Audit results, performance measures and other reportable outcomes are monitored and reviewed through TMMs.

Issues of national significance raised in CEF Meetings that cannot be managed in consultation with SCI are elevated to the Top Management for action.

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The Minutes to TMMs are forwarded to meeting participants, CEF Managers, ISO Coordinators and Sea Cargo Improvement staff.

Regional Management Review Meetings (RMRMs)

Formal reviews of the CEF QMS are carried out at the monthly RMRMs. These meetings are intended to monitor the effectiveness of QMS by reviewing current performance on a range of issues and identifying improvement opportunities. The participants at the RMRMs will include:

- CEF Manager
- CEF Supervisors
- ISO Coordinator
- Other nominated officers (e.g. Team Leaders/Case Officers, Security Coordinators, Training Coordinators and OH&S Coordinator, etc)

The Agenda for each RMRM will include, but is not limited to, the following Agenda Items:

- Issues and follow up actions from previous meeting
- Results of internal/external audits
- Cause analysis/status/reviewing the effectiveness of corrective/preventative actions and recommendation for improvement
- Supplier Evaluation/Customer Feedback (i.e. nonconformity)
- Review of CEF KPIs
- Staff development
- Security Issues and
- OH&S concerns

Specific documents and records may also be tabled for review/discussion, as stated in the Instruction and Guideline for *Purchasing and Supplier Evaluation*.

Minutes from RMRMs are to be forwarded to the NISOC, who will use the content to generate an agenda for TMMs. These Minutes are also circulated to appropriate CEF staff.

ISO Coordinator Meetings

ISO Coordinator Meetings are held bi-annually and provide a forum for ISO Coordinators from all regions to discuss national issues impacting on the QMS, identify non-conformances in national practices and discuss potential improvements to CEF operations. These meetings will include:

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- NISOC;
- Regional ISO Coordinators;
- Representatives from Darwin, Townsville, Newcastle and Launceston cargo examination facilities and
- Other officers, as deemed appropriate.

Minutes to these meetings are circulated to TMM, CEF Managers, ISO Coordinators and SCI staff.

Related Policies and References

Practice Statements:

- Inspection and Examination of Sea Cargo

Other Instructions & Guidelines

- Document Control and Record Management
- Performance Measures and Clients
- Auditing and Monitoring
- Control of Non Conforming Product
- Purchasing and Supplier Evaluation
- Complaints Handling Procedures

Key Roles and Responsibilities

National ISO Coordinator, Sea Cargo Improvement, Canberra
CEF Managers

Copies of this document are controlled. Master copies of the document are on the Intranet. National ISO coordinator is responsible for version control.

Consultation

Internal

The following internal stakeholders have been consulted in the development of these Instructions and Guidelines.

- ISO Coordinators
- CEF Managers
- Sea Cargo Improvement

External

Not required

Approval

Approved on	(date)	(signature)
By	National Director Cargo	
Review Period	This National Guideline is to be formally reviewed biennially by Sea Cargo Improvement	