



## Quality Assurance Program

### NCSI Accreditation

RMS holds NSCI (NATA Certification Services International) registration number 6869 for the certification of a quality assurance system to AS/NZS ISO9001-2008. Quality plans for all products involve 100% inspection and testing carried out before despatch. Protection class relays are subjected to tests as per the IEC60255 series.

### Quality Objectives

#### Manufacturing

We will remain committed to meeting promised job delivery dates.

We will maintain factory discussion / feedback mechanisms to facilitate continuous process improvement.

We will automate process on the basis of small production batches.

#### Innovation

We will maintain a strategic product development plan.

We will allocate R&D resources consistent with our necessity for new and redesigned products.

We will encourage customers to co-operate/participate in product improvement and development of new products.

We will encourage employees to critically appraise existing processes and suggest improvements supporting our sustainable competitive advantage (SCA).

#### Human resources

We will consistently implement training programs designed to improve employee skills.

We will encourage / empower employees to take responsibility for supporting the SCA.

We will recognise and encourage endeavour.

We will employ staff with the relevant skills & experience.

#### Quality Systems

We will maintain a third party accredited quality system to the AS/NZS ISO9001:2008 standard.

### Capability Statement

Manufacture & supply of electrical protection & control equipment; including:

- > Protection relays
- > Auxiliary relays
- > Monitoring relays
- > Enclosures

RMS specialises in the design & manufacture of non-standard product variants to meet specific customer needs & technical requirements.

## QUALITY POLICY



February 2015

*Relay Monitoring Systems Pty Ltd (RMS) is a manufacturer of high standard electrical protection equipment applied in low, medium and high voltage applications by industrial power users and power utilities.*

*RMS is committed to the design, manufacture and supply of specialized relay equipment on time and free from defects.*

*It is the policy of RMS to continually strive for improved product quality and design, and to strengthen the company's established markets by supplying products that fit the customers needs and expectations. Every employee at RMS has a responsibility toward the achievement of quality and reliability for the products and services offered. "Making it right the first time" is the overall objective for every operation.*

*Communication is an essential part of company policy, which means keeping all personnel informed of changes in direction and technology. Quality must be built into every product right from the start. In-built quality begins with quality planning at the time of customer enquiry, through conception and design, order processing, manufacturing, testing, packing, delivery and service.*

*RMS maintains a quality system meeting the international standard AS/NZS ISO 9001-2008 and is committed to meeting statutory requirements and encouraging long term quality improvements throughout the Company that will exceed the requirements of this Standard.*

*The Company's long term quality objectives are to improve manufacturing efficiency and progressively tighten product performance specifications.*

Alan Fancke

*A. Fancke*  
Managing Director



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QP100  
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AS/NZS ISO 9001 REGISTRATION 6869

## Product Traceability

### In Process Traceability

RMS employs a batch production method where all parts required for a particular job are allocated under a unique Factory Job Number.

### Finished Product Traceability

All finished product is identifiable back to the manufacturing batch through the Factory Job Number as follows:

- > Direct Job Number identification on the product.
- > Reference through the Invoice number.
- > Reference through the customer order number.
- > Reference through the product type number and delivery date.

## Process Control Flow Chart

All products manufactured are subject to process monitoring by the operator responsible for that operation or process and verification by an independent assessor before progressing to the next operation. It is the Operators responsibility to produce product meeting the required quality specified on the Process Control Instructions (PCI's).

The Process Control Instructions for the product details operator inspection features to follow and drawings of the product shall be available as reference by operators for the overall product specification. Related documentation to the Process Control System :

- > Factory Job Sheet
- > Process Control Instruction
- > Engineering Drawing
- > Process Control Records.

## Final Inspection & Testing

Products manufactured by RMS are subjected to 100% final inspection and/or functional test via documented checklists appropriate to the unit under test. The final inspection verifies the unit's completeness of componentry, general workmanship and appearance whereas the final function test verifies the units for selected performance to customer's specifications. Final inspections are performed by the Quality Manager or nominee and final functional testing is performed by trained testers supervised by the Test Room Supervisor to verify vital performance requirements.

## Corrective & Preventative Action

RMS is committed to continuous quality and productivity improvements and therefore shall utilise the Quality Concern Reporting documented procedures detailed in the Operating Procedures Manual and forms to evaluate and implement corrective and preventative action to the general categories listed below:

- > After analysis of customer complaints which have been assessed by the QA Manager as requiring full investigation.
- > A customer complaints register of all complaints received shall be established and reviewed by the QA Manager after each complaint is received to determine action required.
- > Major product rejections in plant by Production or Test Room personnel.
- > Finished product is rejected by the customer either at his premises or in the field.
- > A customer complains about the quality of service they have received which may or may not involve the rejection of goods.
- > Whenever repetitive quality defects are discovered by any Quality Assurance function.

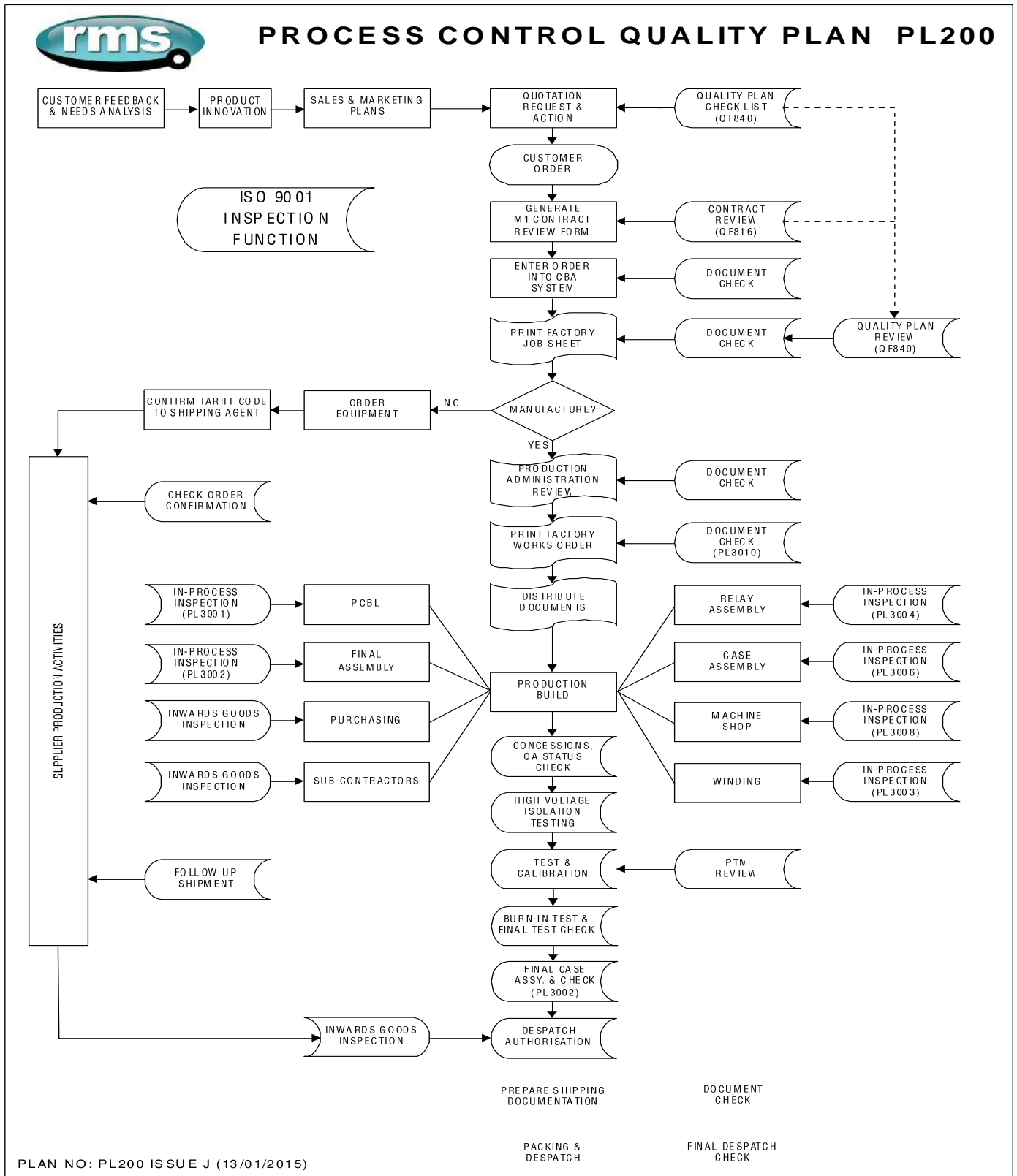
## Calibration

All measuring and testing equipment, gauges and fixtures used within RMS which are directly related to or contribute to the quality of manufactured items, shall be calibrated to instructions with records of conformance that provide assurance of their accuracy. Documented Calibration Instructions and Records for each type of instrument shall detail the following standard calibration requirements:

- > List the measurements to be made, accuracy expected and detail the appropriate testing method with reference to suitable instruments to be used to calibrate the instruments.
- > The method of identification of the instrument or gauge by a unique serial number or allocated RMS calibration number, the certified equipment or external laboratories to be used to certify the state of calibration and adjustments as necessary to a NATA Laboratory and National Standard.
- > The records of calibration shall nominate the calibration frequency, instrument number, location, description for each unique instrument. The calibration instruction shall describe the method of checking and acceptance criteria.

## Quality Plan

The flow chart depicted below in PL200 describes the relationship between process and inspection functions carried out within the RMS organisation from customer inquiry through to product shipment.



## HEALTH & SAFETY POLICY



February 2015

The directors and senior management of Relay Monitoring Systems Pty. Ltd. recognise the importance of providing all employees, visitors and contractors with a safe and healthy work environment.

Our goal is to prevent all occupational injuries and illness. The company will seek to achieve this by:

- Identifying and reducing the risks of all types of work activities that have the potential to produce personal injury or occupational illness
- Providing instruction, training and supervision to improve individual's understanding of workplace hazards, including safe work practices and emergency procedures
- Involving individuals in occupational health and safety matters and consulting with them on ways to recognise, evaluate and control workplace hazards
- Ensuring that everyone (including visitors and contractors) complies with appropriate standards and workplace directions to protect their own and others health and safety at work
- Providing adequate systems and resources to effectively manage rehabilitation and return to work processes

Relay Monitoring Systems Pty. Ltd. will implement and maintain an ongoing occupational health and safety program, including conducting regular inspections of the workplace aimed at preventing accidents and incidents.

All managers and supervisors are responsible and accountable for the safety of employees, contractors and company property under their control. Managers and supervisors are responsible for ensuring all regulations, procedures and safe work practices are followed at all times.

All Employees are expected to:

- Follow all company safety requirements and relevant Codes of Practice
- Maintain a clean and orderly work area
- Report all injuries and safety incidents
- Actively participate in safety improvement activities

Alan Fancke

*A. Fancke*  
Managing Director



QP101  
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## ENVIRONMENTAL POLICY



February 2015

The directors and senior management of Relay Monitoring Systems Pty. Ltd. acknowledge that our work is not more important than our impact on the environment.

Our goal is to reduce our carbon footprint, to minimise our use of resources, and to reduce the waste we produce. The company will seek to achieve this by:

- Defining policies and procedures for our work which minimise the impact to our environment,
- Identify and assess environmental hazards and impacts from our work and activities,
- Set environmental objectives and targets that reflect legal requirements and risks that we have identified.
- Develop and introduce plans to ensure we achieve objectives and manage environmental risks.
- Monitor, review and report against these objectives and targets, and demonstrate that we are seeking to continuously improve,
- Meeting and where possible exceeding legal and other requirements related to our impact on the environment,
- Identify and train staff with the necessary skills to accept environmental responsibilities,
- Consider the input of employees, customers and other stakeholders relating to environmental matters,
- Investigate and report on environmental incidents in order to improve and prevent recurrence,
- Regularly review the suitability and effectiveness of our systems to identify possible improvements

Relay Monitoring Systems Pty. Ltd. will implement and maintain an ongoing environmental program, including conducting regular inspections of workplaces and the factory facility, aimed at preventing environmental accidents and incidents. All managers and supervisors are responsible and accountable for our environmental commitments. Managers and supervisors are responsible for ensuring all regulations, procedures and safe work practices are followed at all times.

All Employees are expected to:

- Adopt company environmental policies,
- Follow all company environmental procedures and other relevant guidelines
- Understand and adopt local sustainability challenges,
- Report all environmental breaches, incidents and near misses
- Actively participate in environmental improvement activities

Alan Fancke

*A. Fancke*  
Managing Director



QP102  
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[www.rmspl.com.au](http://www.rmspl.com.au)



Relay Monitoring Systems Pty Ltd design, manufacture and market a wide range of electrical protection and control products for application on high voltage power systems. The company's depth of manufacturing and engineering expertise is backed up by many years of experience since the formation of its predecessor, Relays Pty Ltd (RPL), in 1955. This experience combined with a broad base of field proven product types enables RMS to service specific customer needs by producing relays on demand and with typically short lead times.

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### ISO9001 Quality Accreditation

RMS holds BSI (British Standards Institution) registration number FS 604860 for the certification of a quality system to AS/NZS ISO9001:2008.

Due to RMS continuous product improvement policy the information contained in this document is subject to change without prior notice.  
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