



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.

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



October 2009

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



QP100
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AS NZS ISO 9001 REGISTRATION 6869



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 ISO9001:2000 standard.

Part A

Section 5

Quality Assurance Program

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 at right (PL200) describes the relationship between process and inspection functions carried out within the RMS organisation from customer inquiry through to product shipment.

