



SAFETY • ENVIRONMENTAL • QUALITY • BUSINESS • TRAINING

Solutions for your business

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Introduction

QSolutions Group is a quality, health, safety, environmental and business management consulting company focused on ensuring clients meet and exceed legislative requirements and standards whilst empowering them with the knowledge, systems and processes to self-manage into the future.

The **QSolutions Group** is an organisation that offers services in the disciplines of:

- Work health and safety management
- Environmental management
- Quality management
- Business planning
- Education and training.

QSolutions Group was founded in North Queensland in 2005 and is based on the overwhelming success of the initial operation. **QSolutions Group** has grown significantly in size and scope, and now operates from commercial premises in Townsville, a subsidiary office in Brisbane and has permanent and contract staff in Papua New Guinea and Indonesia.

QSolutions Group brings together a team of talented, experienced and highly qualified professionals that allows us to provide a robust and complete service to our clients. We have significant and proven experience in supporting organisations operating in the following domains:

- Commercial construction
- Large and small civil works
- Domestic construction
- Building certification
- Mining
- Large-scale manufacture
- Government corporations
- Engineering
- Shipping ports in Australia and the South Pacific
- Service industries.

Core Services



Work health and safety solutions for your business

The effective management of work health and safety should primarily lead to a reduction in illness and injury followed by the sustainment of such reductions. Such an outcome often results in cost saving, higher profits and a motivated workforce that yields more product of a higher quality.

- The design of policy and work health and safety management systems (stand-alone or integrated with other business systems)
- The design of statutory (construction) management plans and safe work method statements for high-risk construction work
- The design of safe work and standard operating procedures
- The design of emergency management and disaster recovery plans
- The design of statutory building fire and evacuation plans
- The design of project traffic management plans
- The design of business and action plans for the implementation of work health and safety management systems and risk controls and barriers
- The provision of active technical advice and guidance including ongoing telephone and email support
- The provision of ad hoc, periodic, short or long term on-site safety professionals and practitioners
- Monitoring and review through compliance auditing by qualified and certified lead auditors
- Analysis of non-conformances arising out of audit activity; and accident and incident investigations to determine active failures, contributing latent conditions and systemic omission and oversight
- Contractor pre-qualification and on-going management
- Prequalification (PQC) system auditing
- Design and implementation of behavioural / cultural change programs
- Education, training, coaching and mentoring
- Design of employee induction programs.

QSafe Solutions can offer an independent service in technically assisting and coaching through the International and / or Australian Standards Organisation certification process to the standard required of AS/NZS 4801:2001 Occupational health and safety management systems – Specification with guidance for use; OHSAS 18001 Occupational health and safety management systems; and the Federal Safety Commission.



Environmental management solutions for your business

Your business is probably increasingly concerned with achieving and demonstrating sound environmental performance by controlling the impacts of your activities, products and services on the environment, if for no other reason, for the preservation of the planet for your children. And your business does so in the context of increasingly stringent legislation, economic sense and increased concern expressed by interested parties about environmental matters and sustainable development.

QEnvironmental Solutions is an organisation that offers services in environmental management including:

- The design of policy and environmental management systems
- Facilitation of statutory environmental impact studies
- The design of project environmental management plans based on environmental impact studies
- The undertaking and documenting of impact analysis and evaluation in circumstances where environmental impact studies is not a statutory requirement

- The design of environmental impact emergency management and disaster recovery plans
- The design of business and action plans
- Monitoring and review through compliance auditing by qualified and certified lead auditors
- Analysis of non-conformances arising out of audit activity; and assistance with, review of or conduct of environmental incident investigations to determine active failures, contributing latent conditions and systemic omission and oversight
- Design of employee induction programs in the context of environmental management.

QEnvironmental Solutions can offer an independent service in technical assistance and coaching through the International and Australian Standards Organisation certification process to the standard required of AS/NZS ISO 14001:2004 Environmental management systems – Requirements with guidance for use.



Quality management solutions for your business

To lead and operate your business successfully, it is necessary to direct and control it in a systematic and transparent manner. Success can result from implementing and maintaining a management system that is designed to continually improve performance while addressing the needs of all interested parties. Managing your business should encompass quality management amongst other management disciplines.

Eight quality management principles have been identified that can be used in order to lead your business towards improved performance:

- **Customer focus** – your business depends on your customers and therefore should understand current and future customer needs, should meet customer requirements and strive to exceed customer expectations
- **Leadership** – leaders establish unity of purpose and direction of your business. They should create and maintain the internal environment in which people can become fully involved in achieving your objectives
- **Involvement of people** – people at all levels is the essence of your business and their full involvement enables their abilities to be used for its benefit
- **Process approach** – a desired result is achieved more efficiently when activities and related resources are managed as a process
- **System approach to management** – identifying, understanding and managing interrelated processes as a

system contributes to your businesses effectiveness and efficiency in achieving its objectives

- **Continual improvement** – continual improvement of your businesses overall performance should be a permanent objective
- **Factual approach to decision making** – effective decisions is based on the analysis of data and information
- **Mutually beneficial supplier relationships** – your business and its suppliers are interdependent and a mutually beneficial relationship enhances the ability of both to create value.

QQuality Solutions is an organisation that offers services in quality management including:

- The design of policy and quality management systems and accompanying manuals (stand-alone or integrated with other business systems)
- The design of quality plans, inspection and test plans and work procedures to ensure product realisation to a specified standard
- Monitoring and review through compliance auditing by qualified and certified lead auditors
- Assistance with, review of or conduct of non-product conformance analysis to determine active failures, contributing latent conditions and systemic omission and oversight (no blame methodology).



Business Planning, Coaching and Mentoring solutions for your business

We understand that all the services we offer will assist in improving your business and will provide you a distinct advantage in what is an ever increasing competitive market, but sometimes you just need some advice and support to assist you through challenging times or just to get you over a plateau back into business growth.

Business Planning

An effective approach to business planning will ensure that an organisation considers possibilities and is focused on maximizing the potential or opportunities. Business planning and a Business Plan is one method of considering, assessing and then publishing or communicating a plan for the business.

Business plans are decision-making tools. There is no fixed content for a business plan. Rather, the content and format of the business plan is determined by the goals and audience. A business plan represents all aspects of business planning process. Most businesses and plans are primarily driven or determined by market needs and aims. This increasingly applies to many non-commercial activities (government services, education, health, charities, etc), whose planning processes may also be described as 'business planning', even though such organisations may not be businesses in the way we would normally define. In such non-commercial organisations, 'business planning' might instead be called 'organizational planning', or 'operational planning', or 'annual planning' or simply 'planning'. Essentially all these terms mean the same, and increasingly the tendency is for 'business planning' to become a generic (general) term to refer to them.

Whatever the organization – Whatever your chosen terminology – **QBusiness Solutions** is equipped to assist you.

Coaching and Mentoring

What we have found is that many business owners and managers know exactly what they want to achieve but just need a sounding board or coach to assist them to make the decisions – not provide the answers but provide the platform to extract the answers. Our approach to coaching provides positive support, feedback and advice to an individual or group (depending on what the scope of services is) to improve their personal effectiveness in the business setting. There are almost as many different ways of delivering business coaching as there are business coaches. Some offer personal support and feedback, others combine a coaching approach with practical and structured business planning and bring a disciplined accountability to the relationship. Particularly in the small business market, business coaching is as much about driving profit as it is about developing the person. Each and every client is different and each and every manager is different, but our approach is simple and effective and is always focused on extracting the maximum potential from and for the client.

Business & Action Plans

We can assist you and your team with the development and implementation of effective business and action plans. Whether you want to implement a new policy, achieve ambitious KPIs or launch a new product, we believe in taking a consultative approach, setting specific goals, and meeting them in set timeframes.



Education and training solutions for your business

In today's world, nothing stays the same. Being ready means being ready to switch strategies and game plans whenever it's necessary. That means you and your team need the vital quality of flexibility – the ability to bend and flow with change.

Many businesses and the people in them are struggling right now because they haven't learnt the power of flexibility. They continue to live in the past. They are scared to move forward. And why? Because they do not have the confidence to do so. They are afraid of failure. They doubt themselves.

Education and training can help you and your team become flexible by providing the generic and / or specific skills and knowledge needed for future business challenges.

Furthermore, education and training leading to competence is a core component in:

- Working within acceptable / tolerable levels of risk to health and safety and the environment
- Realising products and services to customer specification.

QTraining Solutions is an organisation that offers bespoke education and training programs and professional development in such doctrine as:

- Legal obligation and due diligence for 'Officers', managers, supervisor and / or workers
- Risk management including the concepts of group think, risk shift and risk compensation, and diagrammatic bow tie methodology
- High organisational reliability and mindfulness (based on the teachings of Prof Andrew Hopkins, National University)
- Incident causation (based on the teachings of Prof James Reason, Manchester University) including underlying causes to environmental, social and physiological determinants of the observable behaviour
- The psychology of human error and its management (based on the teachings of Prof James Reason, Manchester University and Prof Sidney Dekker, Lund University)
- Internal auditing
- Behavioural change
- Leadership
- Organisational behaviour
- Stress management
- Learning how to learn.

Our Vision

QSolutions Group will be recognised as the provider of choice and leader in the provision of sustainable solutions for health and safety, quality, environmental management and business consultancy services throughout Australia and the Asia Pacific.

What We Believe

is driven by our embedded values

Q Solutions Group is focused on providing an environment for both our employees and customers that is driven and supported by the following core values.

INTEGRITY

in all that we do

FAIRNESS

and concern for our employees

BALANCE

between worklife and personal life

RESPONSIBILITY

to the communities within which we operate

COMMITTMENT

to our products, services and other initiatives

OPENNESS

in communications

SHARING

our success

DIVERSITY

and how it contributes to our organisation

What We Believe is underpinned by our attitudes

Customer Focus

Customer needs are paramount and represent a value built into every priority within our business. Our obligation is to proactively seek out and define customer needs while addressing all requests expeditiously without creating false expectations.

Community and the Environment

QSolutions Group is committed to supporting the communities within which we operate and where we live. We believe in the practice of social responsibility and encourage similar behaviour in our employees. We support conservation of the physical environment and the prevention of pollution in and surrounding our locations and proactively comply with all the applicable work health and safety, environmental, legal and regulatory requirements to which we subscribe. QSolutions Group is also committed to equality in employment, opportunity and rewards, embracing wholeheartedly the cultural diversity within the communities we call home.

People

People form the fundamental fabric through which our business realises its objectives. Our employees' welfare and interests are foremost throughout all aspects of our business and how we conduct our business. **QSolutions Group** is committed to:

- Creating and nurturing an environment of success
- Equitable sharing in the success of the company
- Empowerment through education, training and communication
- Individual growth and equal opportunity
- Designing and providing a safe and secure work environment.

Quality

Beginning with a clear definition of customer expectations, we strive to consistently meet or exceed them. We adhere to all applicable standards and customer-specific requirements and endeavour to build a system and business that is robust and world class.

What We Believe is supported by our achievements

Our “practice what you preach” approach has driven us to achieve and maintain 3rd Part Accreditation to the following standards.



We have assisted many organisations in the development of compliant management systems that has led to 3rd Party Accreditation to internationally recognised and accepted standards.



Clients

We are proud to say our Clients include the following organisations:

Bryant Queensland

Port of Portland Limited

SANTOS

Port of Melbourne Corporation

RUSWIN Integrated Security - Australia, Indonesia, New Caledonia

Papua New Guinea Ports Corporation

National Building Certifiers

NORTHWEST Construction

Copper Mines of Tasmania

FK Gardner & Sons Pty Ltd

Queensland Government

Hutchinson's Builders

NORTHBUILD

UDP Consulting Engineers

Curtain Brothers PNG

PDM Pty Ltd

TCS (QLD) Pty Ltd

Michael Camporeale Builders

RUSWIN PNG

WATTS Constructions

Gilchrist Constructions

RCQ Pty Ltd

Frontline Construction

CFP Hydraulics

CONDEV Pty Ltd

Ron Jones the Builder

Gedoun Constructions

DJ Jones Constructions

PJ McCarthy Builders

MJ Electrical PNG

CLEANIT Industrial Cleaning Services



Qsolutions Group offers many other services to compliment and support its Quality, Safety and Environmental services, and they include:

- Risk Management
- Security Assessments and Audits
- Development and auditing of Food Safety Systems
- Tender Development
- Legislative Compliance.

Qsolutions Group values its reputation of providing clients with exceptional service and a superior product and treat all customers big or small with the same level of respect and service.

If you would like any further information or wish to discuss any element of our services that may assist you and your business please contact us by either Phone or Email.

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