

Quality Management System Overview

Aligned to ISO 9001 principles

Bubbalooba Pty Ltd (ABN 15 151 030 796) trading as PO Box Designs | Version 1.0, July 2026

Overview. This document describes the Quality Management System (QMS) operated by PO Box Designs. Our QMS is aligned to the principles of ISO 9001 and governs how we plan, control and improve quality across design, procurement, fabrication, finishing and delivery. It complements our Quality Control Process Summary, which gives the stage-by-stage inspection detail.

1. Scope & Objectives

Our QMS applies to all products and services supplied by PO Box Designs — custom aluminium planters, screening and balustrading — across both our local Ballarat fabrication and our offshore manufacturing partner. Its objectives are to consistently meet specification and contract requirements, satisfy our clients and specifiers, and continually improve our processes.

2. Quality Management Principles

Our system is built on the ISO 9001 quality management principles:

- **Customer focus** — we understand and meet the requirements of specifiers, builders and principals.
- **Leadership** — management sets quality direction and provides the resources to achieve it.
- **Engagement of people** — our staff are trained, competent and accountable for quality in their role.
- **Process approach** — we manage our work as defined, repeatable processes with clear inputs, controls and outputs.
- **Improvement** — we use feedback, non-conformance data and review to improve.
- **Evidence-based decisions** — we record inspections and outcomes and use them to inform decisions.
- **Relationship management** — we manage suppliers and our offshore partner to a shared quality standard.

3. QMS Structure

Our QMS is documented across the following elements:

Element	Purpose
Quality Policy	Our commitment to quality and continual improvement, endorsed by management.
Procedures	Defined procedures for each stage of the project lifecycle, from quote to delivery.
Work instructions	Task-level instructions for fabrication, finishing and inspection activities.
Inspection & Test Plans (ITPs)	Project-specific hold and check points with acceptance criteria.
Records	Material certificates, inspection records, finish warranties and traceability data per job.
Non-conformance register	Log of non-conformances, dispositions and corrective actions.

4. Process Control

Quality is controlled at defined points across the project lifecycle: design and shop-drawing approval; incoming material verification and traceability; in-process fabrication checks against approved drawings; surface preparation and powder-coat finishing to AS 3715; pre-dispatch inspection against the ITP; and

delivery and handover documentation. Each control point has an owner and acceptance criteria. Detailed controls are set out in our Quality Control Process Summary and project ITPs.

5. Offshore Partner Quality

Work produced by our offshore manufacturing partner is subject to the same drawing controls, material and finish specifications, and inspection criteria as work produced locally. We maintain direct working relationships and verification arrangements with our partner rather than relying on documentation alone.

6. Non-Conformance & Corrective Action

Non-conforming product is identified, quarantined and dispositioned (rework, repair or reject) before it can progress. Recurring issues are subject to root-cause review and corrective action, which is fed back into our procedures and work instructions to prevent recurrence.

7. Management Review & Continuous Improvement

Management periodically reviews quality performance, non-conformance trends, client feedback and process effectiveness, and sets improvement actions. This review closes the loop and drives continual improvement of the QMS.

8. Standards Referenced

- ISO 9001 — quality management system principles
- AS 3715 — powder coatings (organic) for architectural aluminium
- AAMA 610.1 — cleaning and maintenance of powder-coated finishes
- Relevant AS/NZS structural and glazing standards — where applicable

Full QMS documentation on request. This is an overview. Our complete QMS procedures, ITP templates, work instructions and quality records are available to specifiers, builders and principals on request. Contact info@poboxdesigns.com.au.