

# Acumen Management Services Pty Ltd

## Management Consultancy

### Consulting

Acumen's industry experience, broad capabilities and professionalism mean we can help you minimise compliance issues, avoid unnecessary risk and identify opportunities for improvement within your organisation.

We provide consulting services in a range of disciplines including:

- **Quality:** ISO9001, ISO28000, TS16949, LAW9000, ISO27001, ISO13485
- **Occupational Health & Safety** AS4801, OHSAS18001, NSW Government OHS Guidelines, Federal Safety Commission, Fatigue Management, Chain of Responsibility, Rail Safety, etc
- **Environment:** ISO14001, National Packaging Covenant, Environmental Management Plans
- **Food safety:** HACCP, WQA, SQF2000, ISO22001
- **Legislative compliance:** Chain of Responsibility, Occupational Health & Safety, Environment, Food Safety Code, Fatigue, etc, RSPO
- **Process improvement:** We review your current practices, identify areas of improvement and assist with the implementation of the new practices.
- **Management system development:** ISO9001, ISO28000, TS16949, LAW9000, ISO27001, ISO13485, AS4801, OHSAS18001, ISO14001, HACCP, ISO22001, NSW Government Guidelines - OHS, Environment, Quality, RSPO
- **Management system integration** All standards. Our consulting roles rely on our expertise and industry knowledge. In addition to providing assistance with the development and implementation of various management systems, eg ISO 9001, AS4801, ISO14001 etc.

Acumen provides advice and assistance in many areas such as:

- **Construction:** system development and auditing in ISO9001, AS4801, ISO14001, OFSC, NSW Government requirements.
- **Software:** Information security, ISO9001
- **Transport:** fatigue management, chain of responsibility, audits and consulting advice
- **Distribution:** analysed the goods returns process to identify weaknesses and potential savings. Provided process maps for use in software development.
- **Australian Defence Forces:** Working as part of Lend Lease's project team, Acumen conducted audits of the various contractors providing computer hardware to ensure that the Commonwealth was receiving value for money

- **Milk processing:** evaluated the milk collection process to identify process failures and hazards to food safety, reviewed manufacturing practices at several dairies and identified process improvements
- **Timber mills:** provide advice on compliance with chain of responsibility compliance

## Auditing

Looking for audits that add value to your company's operations?

*Tired of pedantic auditors who don't understand the objectives of your business?*

All our auditors are senior/lead auditors with years of experience in consulting, auditing and training in a large range of industries. Our auditors hold multiple Lead Auditor qualifications (Quality, Environment, OHS, HACCP) allowing them to conduct integrated audits.

This range of experience translates into audits that:

- Provide solutions
- Help staff understand their company's management system
- Act as a medium for feedback to senior management on compliance, ideas, solutions, risk exposure, etc
- Identify potential hazards/risk
- Identify inefficiencies
- Help drive organisational change

*Our capability includes:*

- ISO 9001 (ISO 9000) Quality Management Systems
- ISO 14001 Environmental Management Systems
- AS 4801, OHSAS 18001 Occupational Health and Safety Management Systems
- ISO 28000 - Supply Chain Security
- TS 16949 Automotive Quality Management Systems
- LAW 9000 - Legal Quality Management Standard
- Industry specific standards and codes
- ISO 27001 Information Security Management
- NSW Government OHS, Environment and Quality requirements
- ISO 22000 Food Safety (HACCP)
- ISO 13485 - Medical Devices
- GMP
- Subcontractor/supplier audits
- Chain of Responsibility - audits of consignors, consignees and transport
- RSPO - Roundtable on Sustainable Palm Oil

*Acumen can:*

- Do your internal audits

- Provide an independent assessment of the effectiveness of your management system
- Identify ways you can improve your system
- Audit your suppliers and subcontractors based upon your criteria

### Integrated Management Systems

**Acumen** has significant experience in developing integrated business management systems that include combinations of the following standards/regulations:

- ISO9001
- ISO14001
- HACCP (Hazard Analysis Critical Control Point)
- Occupational Health & Safety (OH&S) legislation
- Rail Safety Act
- AS4801
- OHSAS18001
- Work Health and Safety Management Systems and Auditing Guidelines, 5th Edition
- Federal Safety Commission requirements
- GMP (Good Manufacturing Practice)
- TGA (Therapeutically Goods Act)
- Environmental regulations in Australia & India
- European TGA requirements
- United States FDA requirements
- QS9000/TS16949
- SQF2000
- NATA Laboratory requirements
- NHVAS Mass
- NHVAS Maintenance
- NHVAS Fatigue;

Many of these standards have similar requirements that can be combined. This in turn produces systems that are more user-friendly and minimise the resources required to maintain them. The systems we design are fully integrated. We do not "bolt on" a system based on a different standard and call it integrated.

Fully integrated system also reduce the amount of time required by certification bodies for certification and surveillance audits.

### Training

Acumen specialises in examining the work environment and developing customised training programs. In many instances the training requirement is specific to the employer and therefore appropriate external sources of skill development are not available. Further, it is likely that key information is held by specific people who may be expert in their job but not able to pass on those skills or competencies. These programs include:

- Quality Assurance
- Environmental Management Systems
- Auditing Quality Systems
- HACCP
- Work Place Hygiene
- OHS Management Systems
- Inspection & Test Plans
- Work Place Safety

## Construction

*Acumen has significant experience in all aspects of the construction industry from developing integrated management systems addressing ISO9001 (Quality), ISO14001 (Environment), AS4801 (Safety), NSW Procurement and the Office of the Federal Safety Commission (OFSC) accreditation, assessing site safety plans for contractual requirements, and carrying out site/project audits.*

The systems we develop are simple to operate, make sense and are not burdened with useless paperwork and forms. This is particularly true of safety. The key objective of any safety system is to ensure workers are safe. Off the shelf manuals and software systems cannot deliver this.

Federal Safety Commission (OFSC) accreditation is particularly difficult. Acumen has successful track record in taking companies through this process. Our objective is to ensure your company is not strangled with excessively complex systems just to pass the OFSC audit. Our advice will ensure that you achieve OFSC accreditation with simple effective solutions.

Our services include:

- Development of management systems - Quality - ISO 9001, OH&S - AS 4801, Environment - ISO 14001.
- Compliance with NSW Government requirements (Department of Commerce) including developing or upgrading WHS manuals to meeting NSW Government WHS Management System Guidelines Edition 5 and NSW Government Environmental Guidelines Edition 3
- Compliance with Department of Infrastructure (Vic) requirements
- Compliance with Federal Safety Commission
- Compliance with National Code for Construction Industry
- Develop of project specific plans eg Quality, Safety, Environment, Aboriginal Participation, Waste, Erosion, Noise, etc
- System and project audits - quality, safety and environmental
- Subcontractor auditing
- Ongoing management of quality system

## Transport - Chain of Responsibility (Compliance & Enforcement legislation)

The chain of responsibility means that anybody, not just the driver, who has control of a transport operation can be held responsible for breaches of road laws and may be made

legally liable. Chain of Responsibility legislation recognises the responsibility of "off the road" parties in the supply chain.

*Any of the following may be held responsible for breaches of the road laws:*

- Consignor - a person or company commissioning the carrying of goods
- Packer - placing goods into packages, containers or pallets
- Loader - placing or restraining the load on a vehicle.
- Driver - the physical act of driving a heavy vehicle
- Operator - conducting a business which controls the use of a heavy vehicle
- Consignee - paying for the goods or taking possession of the load

*in addition:*

- All parties have an obligation not to coerce, induce or encourage a breach of the road transport laws.
- All parties must take reasonable steps to make sure that they do not pass on to others any false or misleading information about the vehicle or its load
- An employee or contractor who raises a concern about actual or possible breaches of road transport laws cannot be victimised.

Acumen is able to assist all parties in the chain of responsibility meet their obligations under the legislation. This includes:

- Developing management system that meet the legal requirements, eg Driver Fatigue Management Plans, manuals etc
- Conducting "due diligence" audits of transport contractors
- Auditing consignee/consignors/carriers to assess the level of compliance against legislation

### **RSPO Certification Consultants**

#### *The Roundtable on Sustainable Palm Oil (RSPO)*

is a global, multi-stakeholder initiative on sustainable palm oil to promote the production, procurement and use of sustainable palm oil

The principal objective of the **RSPO** is to promote the use of sustainable palm oil through co-operation within the supply chain and open dialogue between its stakeholders.

#### *RSPO Principles and Criteria for Sustainable Palm Oil Production*

are the global guidelines for producing palm oil sustainably and applies to millers, processors and other stakeholders along the supply chain. RSPO Principles & Criteria consist of eight principles and 39 criteria. There are also over 100 specific national indicators. The eight principles are:

- Principle 1 - Commitment to Transparency
- Principle 2 - Compliance with Applicable Laws and Regulations
- Principle 3 - Commitment to Long – Term Economic and Financial Viability

- Principle 4 - Use of appropriate Best Practices by Gpage-contenters and Millers
- Principle 5 - Environmental Responsibility and Conservation of Natural Resources and Biodiversity
- Principle 6 - Responsible Consideration of Employees and of Individuals and Communities by Gpage-contenters and Millers
- Principle 7 - Responsible Development of New Plantings
- Principle 8 - Commitment to Continuous Improvement in Key Areas of Activity

Acumen is able to assist organisations in the palm oil supply chain develop and implement management systems to meet various international standards, including:

- **RSPO P & C Certification**
- **RSPO Supply Chain Certification**
- ISO14001 - Environmental Management Systems
- OHSAS18001 - Occupational Health & Safety Management Systems
- ISO 22000 - Food Safety Management System
- HACCP - Food Safety
- ISO28000 - Supply Chain Management Systems

Our consultants are unique in that they hold lead auditor status in all 4 standards – ISO9001, ISO14001, OHS and HACCP. Our services include:

*System development – procedures, manuals and forms*

- Integration of the requirements of various standards into a single integrated management system
- Training
- Auditing
- On-going system maintenance
- Attendance at certification audits

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