



LMAS 07.12

QUALITY ASSURANCE MANAGEMENT

Responsible Local entity:

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Note:

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Foreword

Critical safety, control and quality elements of the International Mine Action Standards (IMAS) have been retained in the Local Mine Action Standards (LMAS), so ensuring that they maintain the principles agreed in IMAS guidelines.

The work of preparing, reviewing and revising LMAS is conducted by a technical committee with the support of international, governmental and non-governmental organisations in Western Sahara East of Berm (EoB). In all LMAS the words “must”, “shall”, “should” and “may” are used in the following way.

“Must” or “shall” is used to indicate a requirement, something that must be done in order to conform to the LMAS. “Should” is used to indicate the preferred requirements, methods or specifications, but these may be varied when reasons for doing so are given. “May” is used to indicate a possible method or course of action that should be considered but need not be applied.

In this LMAS:

- The term “Demining Organisation” refers to any organisation (government, NGO or commercial entity) responsible for implementing demining projects or tasks. Demining Organisations include headquarters and support elements.
- The term “Mine Action Organisation” refers to any organisation (government, military, commercial or NGO/civil society) responsible for implementing mine action projects or tasks. The mine action organisation may be a prime contractor, subcontractor, consultant or agent.

For the purpose of this standard, the words “Demining Organisation” and “Mine Action Organisation” are interchangeable and used to describe the same body..

1. DEFINITION

Quality Assurance Management process aims to establish a trust level, which insures the quality requirements that need to be met will be.

2. AREA OF APPLICATION

This standard gives specifications and instructions for the application of a follow-up system regarding mine action organisations.

3. REFERENCES

- IMAS 07.30 Accreditation of demining organisations and operations
- IMAS 07.40 Monitoring of mine action organisations
- IMAS 10.20 Demining worksite safety
- IMAS 10.30 Personal Protective Equipment - PPE
- IMAS 10.40 Medical support to demining operations
- IMAS 10.50 Storage, transportation and handling of explosives
- IMAS 10.60 Reporting & investigation of demining incidents

4. REQUIREMENTS

4.1 General requirements

Supervision is a key element to anti-mine action. It allows the SMACO to insure the organisation acquires themselves of their contractual obligations.

This external quality control, which verifies the application of standards operational standards, comes as a complement to the organisation's internal quality management system.

4.2 Planning and preparing

Every demining site will be visited at least once every two months. Sites that have been operative for less than two months will be visited at least once. With each inspection, the SMACO informs, beforehand, the organization of the objectives of this external quality control, along with the potential corrective measures to be taken.

The date and time of the inspections can be communicated beforehand, as much as they can be discretionary, all fitted out by the SMACO.

In which case, they will be organized to be unexpected.

The SMACO Operations Officer, in collaboration with UNMAS Operations and QA Officers, proceeds to the organisation's supervision.

The SMACO can also, depending on the needs and taking in account the technical requirements of the Contract, accredit a organisation, in its name and own gain, to accomplish part or all of the external quality control.

The quality control will be happening at random, discretely, and should not do any trouble of clearance operations plans.

4.3 Clearance operations

The external quality control will be about the elements hereunder:

4.3.1 Facilities and activities

The organisation's facilities will be subject to inspections lead through:

- Visits of offices and premises used for management, logistic and administration, including explosive stores, medical facilities and workshops;
- Visits of the premises where sub-units, sites, and annex work offices are stationed;
- Control of mine clearance activities, including internal quality assurance and quality checking standards, and control of the mines and ERW, especially when they are destroyed in bulk, outside of demining site.

4.3.2 Management and documentation

The control includes the inspection of all administrative documents, such as those related to qualifications, training, assurance policies and Safety and Occupational Health measures.

4.3.3 Safety on the work premises

The SMACO also verifies whether the site arrangements and the safety standards are appropriate and in what measure are these standards correctly applied.

On-site operations will be immediately halted if physical safety is not assured. The reasons for that decision and the eventual proofs will be documented and the organisation will be notified. The operations will only start back again when all of the controld flaws have been corrected.

4.3.4 Medical support

The SMACO will ensure the good planning of the operations.

It will evaluate the existing medical support, particularly the medical staff's qualifications, the medical equipment, the warehouses, the supplies and the medicine given to the medical staff, along with the vehicles provided for CASEVAC/MEDEVAC.

The documented standards related to the treatment and CASEVAC/MEDEVAC standards will also be examined.

Moreover, to test the system's accuracy, the SMACO will request that the organization proceeds to CASEVAC/MEDEVAC exercise once every two weeks.

4.3.5 Community liaison

An evaluation will be set up to control the community's participation level in community liaison and its impact on on-going clearance activities.

4.3.6 Storage, transportation and handling of explosives

The SMACO will verify whether the organizations' SOPs related to explosives are appropriate, and whether documented for accounting and explosive transfers and all other documents exist. Additionally, it will confirm these SOPs are correctly applied.

4.3.7 Incidents/accidents investigations

The SMACO will verify whether the clearance organization's SOPs related to incidents/accidents and investigations are appropriate. Recent incident declarations will be particularly scrutinized.

4.3.8 Equipment

The SMACO will evaluate the effectiveness of the equipment, along with its appropriateness. For this purpose, it will have to inspect a sample of sensitive equipment, such as mines and ERW detectors, and examine the register in which are noted the maintenance visits, the repairs, the upgrading and the modifications. It will also have to inspect workshops and tools.

4.3.9 Clearance activities

The SMACO will have to control clearance activities to insure they work in compliance with the clearance organizations' SOPs.

4.4 Mine Risk Education

The MRE activities' control will happen with all concerned actors' involvement.

The SMACO will insure that:

- The adopted communication tools and messages are used;
- These tools and messages are appropriated to the context;
- The activities will be run as planned;
- The populations are involved in the whole process;
- The SOPs are respected.

The SMACO will have to:

- Ensure the operators' use of approved methodologies and messages;

- Control the way messages are transmitted through the different communication ways used;
- Verify whether past activities have given the expected results;
- Ensure the efficiency and effectiveness of the transmitted messages, and their appropriateness with the defined objectives; □ Ensure the planned activities have been put to work;
- Verify if all concerned partners are involved in the process.

4.5 Declaration

At the end of the control, and every time it is possible, the SMACO will have to inform the supervised operator of its conclusions and raise their attention to the main problems.

The SMACO will prepare and submit a written report in a five (05) days period. A copy will be sent to the supervised operator. These reports will have to be confidential, especially when containing critiques about organization management and/or the operational activities.

4.6 Correctives measures

The problems raised by the SMACO will have to be taken in account by the operator. When grave enough, the operator will be requested to adapt its management or operational standards to demonstrate that they are in conformity with the requirements.

5. Responsibilities

The SMACO must:

- Set up a system for the operators' external quality control which includes accreditation and post clearance quality control;
- Define adequate LMAS and give directives for the control of clearance organizations;
- Supervise external quality control team, insure the external quality control system is being applied in a just and fair manner, and does not interrupt, nor delay the clearance activities;
- Insure that the recommendations from the external quality control team are followed by appropriate measures; **The operator must:**
- Apply its accredited SOPs aiming to clear the field according to the requirements stipulated in the contract, or in the implementation plan;
- Update the documents, reports, registers and other data related to clearance activities and leave them available for **external quality control team**;
- Allow the external quality control team access to all sites, buildings and other facilities that must be visited in a normal inspection context;
- Subscribe to an assurance policy for the external quality control team covering all prejudices that may derive from the inspection operations.

The external quality control team must :

- Control all the organisation teams;
- Control documentation related to fields visits and inspections and keep it available;
- Assure that all teams respect, in their routine, SMACOs LMAS and their SOPs.