



Quality Management: Explosive Remnants of War (ERW) Risk Management

QSI has been providing external quality monitors to Cambodia Mine Action Centre (CMAC) ERW Risk Mitigation teams since early 2007. QSI ensures that the risk mitigation activities undertaken by CMAC for BHP Billiton are conducted in accordance with Cambodian National Standards, International Standards, and CMACs own Standing Operating Procedures (SOP).

QSI monitors all aspects of the risk-mitigation work undertaken by CMAC on the project through a two-stage process. Stage 1 established whether CMAC was capable of carrying out the specified activities correctly by examining their operating protocols and procedures, determining whether they recruited appropriate personnel and whether these personnel were effectively, and confirming that equipment used on the project was serviceable and appropriate. Confirmation of these factors goes towards proving *capability*.

Stage 2 of the process establishes whether the CMAC continually carries out the work correctly and brings a requirement to monitor the process and the controls on it. This involves the ongoing observation of the implementation of the approved protocols and procedures at regular intervals. Confirmation of an organisations ability to continually deliver the specified services to the agreed standard goes toward proving *reliability* and *consistency*.

The Facts

Who:	BHP Billiton
What:	External quality management support to bauxite exploration activities in Cambodia
Where:	Mondulkiri Province, Eastern Cambodia
When:	May 2007 – present
How:	Design of quality management plan and deployment of quality monitors

QSI provides specialist Explosive Remnants of War (ERW) consulting services to governmental and commercial clients in post-conflict environments.

We focus on four key areas: Risk Assessment, Project Management, Quality Management, and Training.