

An aerial photograph of a coastal landscape. On the left, turquoise ocean waves with white foam crash onto a dark, rocky shore. A winding asphalt road runs along the coastline, with a few cars visible. The land to the right of the road is covered in dense, green and brown vegetation. The text 'Quality Management System' is overlaid in white, bold, sans-serif font in the center-right area.

Quality Management System

M.O.D.A.L.

1. Quality Policy Statement

Modal Planning is committed to providing high-quality, technically sound, and evidence-based transport planning, modelling, and data analysis services. Our goal is to consistently meet or exceed client expectations through robust project delivery, professional integrity, and continual improvement. We work in alignment with relevant standards and guidelines including the Australian Transport Assessment and Planning (ATAP) guidelines, Austroads guidance, and Department of Transport and Main Roads (TMR) requirements.

We promote quality outcomes through a culture of clear communication, responsibility, documentation, and technical rigour across all stages of project delivery.

1.1 Quality Objectives

Modal Planning has set the following measurable quality objectives to support our commitment to client satisfaction, technical excellence, and continual improvement:

- 95% of deliverables submitted on or before deadline, excluding cases where delay is caused by client input or change in scope.
- 100% of major deliverables undergo internal QA review before submission.
- All RPEQs and technical staff complete at least one formal CPD activity annually (e.g. training, attendance at relevant conferences, standards review).
- Zero repeat non-conformances (i.e. no recurring issues of the same type across multiple projects).

These objectives are reviewed annually during the internal audit and management review process and updated as required.

1.2 Interested Parties (Stakeholders)

Modal Planning recognises that the effectiveness of our quality system depends on understanding and addressing the needs of all relevant stakeholders. The following interested parties have been identified:

- Clients – primarily local councils and State Government transport agencies, with a focus on evidence-based and timely deliverables
- End users – including the public, vulnerable groups, and people with disability (relevant to access audits and inclusive planning)
- Subconsultants and delivery partners – whose inputs affect modelling accuracy and project timelines
- Regulators and funding bodies – including TMR and government planning authorities, whose frameworks shape our methodology
- Internal staff and contractors – who require clear direction, quality guidance, and development pathways
- Engagement with these parties is embedded in our project processes, QA procedures, and client feedback loop.

2. Organisational Roles and Responsibilities

Modal Planning is a small, specialised transport planning consultancy with a flexible team structure tailored to project scale and complexity. Our work is led by experienced professionals with clearly defined roles and responsibilities to ensure quality is embedded at every stage of service delivery. We maintain internal oversight for all projects and, where required, engage prequalified subconsultants to deliver specific technical components (e.g. modelling or GIS analysis). Responsibility for quality assurance, client communication, risk management, and final deliverable sign-off is always retained by the Director or a nominated RPEQ. The table below outlines the key roles involved in delivering projects under the DAI2, TLUM2 and TP2 categories, and the quality responsibilities assigned to each.

Role	Responsibility
Director / RPEQ (Michael Abbott-Jard)	Project oversight, technical leadership, final review and sign-off, risk management, and client liaison
Principal Transport Planner / Analyst	Day-to-day delivery of technical outputs, quality control, application of transport planning guidelines
GIS Specialist	Spatial data management, analysis, mapping outputs, QA of geospatial layers
Subconsultants (TLUM or DAI-specific)	Contribute specialist modelling or analysis services in line with TMR expectations. Outputs reviewed and signed off by Modal Planning's RPEQ or Project Director

2.1 Competency and Training

Modal Planning ensures that all personnel are competent to perform their assigned roles through a combination of qualifications, experience, and ongoing professional development.

The Director is a Registered Professional Engineer of Queensland (RPEQ #34198) and undertakes regular CPD.

All technical staff are encouraged to participate in formal training, peer forums, or standards review each year.

New staff and subconsultants are provided with onboarding that includes QA procedures, document handling protocols, and project delivery standards.

Competency is reviewed during project resourcing and performance reviews.

Records of qualifications, RPEQ status, and CPD activity are maintained in the Staff Register.

3. Project Delivery Process and Quality Control

All projects follow a structured delivery and QA framework consisting of the following key stages:

3.1 Project Initiation

- Confirm scope, deliverables, timelines, and quality expectations with client.
- Identify applicable frameworks and tools (e.g. ATAP, TLUM data protocols, PTIM, Austroads).
- Establish project folder structure and file versioning protocol.
- Assign internal resources and clarify roles (including nominated RPEQ oversight).

3.2 Data Collection and Validation

- All source data is catalogued with metadata (e.g. source, version, date).
- Client-supplied data is retained in original form and stored separately.
- Data quality checks are performed before integration into modelling or analysis workflows.

3.3 Technical Analysis and Modelling

- Transport modelling or data analysis assumptions are clearly documented.
- Input parameters (e.g. mode shares, growth assumptions, elasticities) are reviewed and justified using recognised standards or client input.
- Scenario testing includes convergence checks, sanity checks, and validation against known system performance or historical data.
- Active transport and public transport needs are assessed using modal catchment analysis and land use overlays.
- GIS-based tools are used to check walkability, access distances, and spatial coverage of transport services and infrastructure.

3.4 Internal Review and Quality Assurance

- All deliverables undergo technical review by a second team member and final sign-off by the Director or RPEQ.
- Technical reports are checked for consistency, clarity, correct references, data integrity, and visual presentation quality.
- For TLUM outputs, file integrity and compatibility with TMR or Aimsun/VISSIM requirements are verified before submission.

3.5 Stakeholder Feedback and Iteration

- All feedback from client or stakeholders is logged in a Feedback Register.
- Document revisions are tracked using file version control and change logs.
- Updated deliverables are quality checked before resubmission.

3.6 Final Sign-Off

- Final outputs are reviewed by the RPEQ and must meet all scope, quality, and formatting requirements before client delivery.
- Submissions are archived with date-stamped folders and final versions stored securely.

4. Document Control Procedures

- File naming convention is used to distinguish drafts, revisions, and finals.
- Format: ProjectCode_DocType_Version_Date_Initials
- All working files are stored in cloud-based shared folders (e.g. SharePoint or OneDrive) with access restrictions.
- Master file lists and metadata records are maintained for key datasets, modelling scenarios, and deliverables.

5. Subconsultant and Supplier Management

- Subconsultants are engaged where specialist skills (e.g. Aimsun model build) are required.
- All subconsultants must:
 - Be prequalified with TMR for relevant categories.
 - Provide their CV, company credentials, and QA processes.
 - Demonstrate successful delivery of similar projects.
- All subconsultant deliverables are reviewed internally by Modal Planning prior to submission. Final sign-off remains the responsibility of the RPEQ or Director.

6. Risk Management

- Project risks are identified during project setup and monitored throughout.
- Common risk areas include:
 - Incomplete or outdated data
 - Unrealistic modelling assumptions
 - Lack of integration with land use plans
- Risks are documented in a Project Risk Register and monitored via regular check-ins.
- High-impact risks are escalated to the Director for review and mitigation.

7. Continuous Improvement

- Major projects are subject to internal post-project reviews.
- Lessons learned are logged and used to refine templates, workflows, and QA processes.
- The QMS is reviewed annually and updated as needed based on staff feedback, client expectations, or industry guidance updates.

8. Management Review

An annual Management Review of the Quality Management System is undertaken by the Director to ensure it remains suitable, effective, and aligned with current project types and client expectations.

The review includes:

- Results of internal audits
- Status of corrective actions and non-conformances
- Client feedback and satisfaction trends
- Performance against quality objectives
- Changes in industry guidelines or project delivery practices

The outcomes of the review are documented and may include updates to QA checklists, training plans, or delivery processes.

9. Reference Documents and Standards

- ATAP Guidelines (all modes)
- Austroads Guides (AGTM, AGRD, AP-R series)
- TMR's Consultants for Engineering Projects Manual
- Public Transport Infrastructure Manual (PTIM)
- TMR Movement and Place Policy and Practitioner Guidance
- PMBOK Guide – Seventh Edition (Project Management)
- Modal Planning Templates and QA Tools

10. Internal Audits

Modal Planning conducts internal audits of its project delivery processes and QMS implementation at least once annually, or more frequently as required by project complexity or feedback. These audits are coordinated by the Director and assess:

- Compliance with documented QMS procedures
- Application of quality checklists, version control, and document standards
- Adherence to modelling and analysis protocols (e.g. ATAP, TMR guidance)
- Project record completeness and risk management documentation

Audit outcomes are recorded in an Internal Audit Register and may include recommendations for corrective action, improvements to procedures, or staff training. Audit results are reviewed by the Director and used to inform updates to the QMS.

11. Non-Conformance and Corrective Action

Modal Planning identifies and resolves non-conformances as part of its commitment to continuous improvement. A non-conformance may include errors in deliverables, deviation from agreed scope or standards, or failure to meet client expectations.

All non-conformances are documented in a Non-Conformance and Corrective Action Log, including:

- Description of the issue
- Root cause (where known)
- Corrective action taken
- Person responsible
- Date resolved

The Director is responsible for reviewing all non-conformances and ensuring appropriate follow-up. Patterns or recurring issues are reviewed at QMS review points and may trigger updates to templates, training, or procedures.

12. Client Satisfaction and Feedback

Client satisfaction is a key driver of quality at Modal Planning. Formal and informal client feedback is sought at the conclusion of major projects and reviewed to identify areas for improvement.

- Feedback is recorded in the Feedback & Change Log (Appendix C)
- Key learnings are discussed in internal meetings and logged in the Lessons Learned Register
- Templates and QA procedures are refined based on feedback trends
- Where appropriate, follow-up conversations are held with clients to validate improvements

This process ensures the QMS remains responsive to client needs and aligned with industry expectations.

Appendix A – Quality Assurance (QA) Checklist

Project Name: _____ Project Code: _____

QA Reviewer: _____ Date: _____

Item	Check	Comments / Notes
1. Document Quality		
a. Consistent formatting, fonts, headers, and branding	<input type="checkbox"/>	
b. All figures, maps, and tables are captioned and referenced in text	<input type="checkbox"/>	
c. Spelling and grammar check completed	<input type="checkbox"/>	
d. File name follows naming convention	<input type="checkbox"/>	
2. Data & Analysis Integrity		
a. Source data clearly cited with version and date	<input type="checkbox"/>	
b. Assumptions are documented and justified	<input type="checkbox"/>	
c. Modelling scenarios and parameters validated	<input type="checkbox"/>	
d. Outputs cross-checked with expected trends / prior data	<input type="checkbox"/>	
3. Methodology Alignment		
a. ATAP / Austroads / TMR guidelines referenced and followed	<input type="checkbox"/>	
b. Analysis aligns with project scope and deliverables	<input type="checkbox"/>	
c. Planning context (land use, network role) clearly addressed	<input type="checkbox"/>	
d. Stakeholder engagement integrated (where applicable)	<input type="checkbox"/>	
4. Accessibility and Clarity		
a. Document readable by non-technical audience	<input type="checkbox"/>	
b. Clear summary of findings and recommendations	<input type="checkbox"/>	
c. Visuals support and enhance findings	<input type="checkbox"/>	
d. Use of acronyms and technical terms explained	<input type="checkbox"/>	
5. Final Review		
a. RPEQ sign-off completed (if required)	<input type="checkbox"/>	
b. Final version saved to project folder with versioning	<input type="checkbox"/>	
c. Client feedback addressed (if applicable)	<input type="checkbox"/>	

Appendix B – File Naming Convention

To ensure consistency and version control across projects, all documents should follow the naming format below:

[ProjectCode]_[DocumentType]_[Version]_[Date]_[Initials].filetype

Examples:

Purpose	File Name
Draft report	PRR_OptionsAnalysis_V0.2_2025-08-06_MAJ.docx
Final report	PRR_OptionsAnalysis_Final_2025-08-20_MAJ.pdf
Data file	PRR_TrafficCounts_ScenarioA_2025-08-03_CM.xlsx
QA checklist	PRR_QAChecklist_Final_2025-08-06_LH.docx
Document Type Codes:	Scope – Scoping Document
	Report – Technical or Planning Report
	Memo – Technical Memo
	Data – Data Input / Output
	QA – Quality Assurance Log or Checklist
	Map – Maps or GIS Outputs
	Slides – Presentation Material

Appendix C – Feedback & Change Log Template

Project Name: _____

Version: _____

Last Updated: _____

Date	Feedback Source	Comment / Request	Action Taken	Completed By	Status
2025-08-02	Logan City Council	Add bus stop relocation rationale	Section 3.4 updated to include PTIM compliance and land use context	MAJ	<input type="checkbox"/> Done
2025-08-04	TMR	Clarify catchment map assumptions	Added note in Appendix A and updated GIS metadata	CM	<input type="checkbox"/> Done
2025-08-05	Internal Review	Check grammar and reword executive summary	Reviewed and finalised	LH	<input type="checkbox"/> Done

This log should be maintained for each major submission and archived with final deliverables.