QUALITY POLICY

Fifth Elevation Ltd (the 'Organisation') aims to provide defect-free products and services to its customers on time and within budget.

The Organisation operates a Quality Management System that has gained ISO 9001:2015 certification, including aspects specific to its scope of certification.

The management is committed to:

- Develop and improve the Quality Management System
- Continually improve the effectiveness of the Quality Management System
- The enhancement of customer satisfaction.

The management has a continuing commitment to:

- Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
- Communicate throughout the Organisation the importance of meeting customer needs and all relevant statutory and regulatory requirements
- Establish the Quality Policy and to set Quality Objectives at relevant functions, levels and processes
- Ensure that the Management Reviews set and review the Quality Objectives, and report on the internal audit results as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System
- Ensure the availability of resources.

All personnel understand the requirements of this Quality Policy and abide with the contents of the Quality Management System.

The Organisation constantly monitors its quality performance and implements improvements when appropriate.

This Quality Policy is regularly reviewed in order to ensure its continuing suitability.

Copies of the Quality Policy are made available to all members of staff and to relevant interested parties.

Amendment History

Date of Issue	Signed
November 2023	Y.Williams
Date of Next Review	Print Name
November 2024	Yasmin Williams

PLANNING AND RISK MANAGEMENT

Clause 4.1, 4.2, 4.3, 6.1, 6.2

CONTEXT OF THE ORGANISATION

The Organisation's external and internal context is determined, identified, evaluated and reviewed through processes such as:

- Informal Discussion
- Operational, Financial and Commercial Reviews
- Board Meetings
- The Business Plan
- Project Reviews both internal and with customers
- Pre-commencement Meetings.

Where required, the Organisation may request or retain the services of external consultants with the appropriate competence with regard to the external or internal context.

UNDERSTANDING THE NEEDS AND EXPECTATIONS OF INTERESTED PARTIES

The Organisation's external and internal interested parties together with their needs and expectations have been determined and detailed in the Interested Parties Log.

As new interested parties are determined, their needs and expectations are added to the Interested Parties Log as necessary.

The Interested Parties Log is reviewed at least annually as part of the Management Review.

SCOPE OF THE MANAGEMENT SYSTEM

The Scope of the Organisation's Management System has been defined and documented and is subject to periodic review to ensure its continuing relevance.

Any non-applicabilities or exclusions are specified within the Scope.

RISKS & OPPORTUNITIES AND QUALITY OBJECTIVES

The Organisation considers the context of the Organisation and the requirements of interested parties in order to define all relevant risks and opportunities.

As identified, the Organisation:

- Takes appropriate action to address the identified risks and opportunities
- Integrates and implements the agreed actions throughout the Quality Management System
- Continuously evaluates the effectiveness of the actions.

Please see the Risk Register or SWOT Analysis.

Risks and opportunities are considered as part of the following:

- Management Review
- Contract Risk and Opportunity Reviews
- Senior Management Team Meetings
- Strategy/Business Plans
- Board Meetings.

QUALITY OBJECTIVES

Management is responsible for ensuring that the Organisation takes appropriate actions and documents objectives to address its:

- Compliance obligations
- Applicable requirements Risks and opportunities.

Suitable plans have been developed to achieve the Quality Objectives, including the required actions and resources, responsibilities, timescales and evaluation of results.

Quality Objectives are recorded on the Objectives Register.

The Objectives Register is reviewed and amended at regular intervals to reflect the business strategy and Quality Objectives.

QUALITY MANAGEMENT SYSTEM

Clause 4.4, 6.3

MANAGEMENT SYSTEM AND ITS PROCESSES

The Organisation has established and operates a Management System in accordance with the requirements of the International Standard through the defined processes and documented information that can be found in:

- This QMS Connect Management System
- The Document Library
- The Management System records
- The Organisation's Policies, Processes and Procedures.

The Organisation maintains and retains documented information where required by the International Standard.

The Management System is based on the Plan-Do-Check-Act cycle as follows:

- **Plan**: Establish objectives, processes and resources to deliver results and to address risk and opportunity.
- **Do**: Implement the plan; operate and support the process to realise the product and service.
- **Check**: Monitor, study, chart and evaluate the performance and outcomes against the targeted objectives.
- **Act**: Analyse to determine causes of deficiencies. Take actions to improve performance.

The Plan-Do-Check-Act diagram can be found in the Connect system.

PLANNING OF CHANGE

Formal changes to the Quality Management System will be used by the Organisation when changes are considered significant. Minor changes may be made without formal control, however the decision on what constitutes a significant or minor change must be agreed upon by those involved in the change.

Final authorisation for any significant changes is given by the Directors.

CHANGE PROCESS

Proposed changes to the Management System are carried out in a planned manner and whenever deemed necessary, recorded and circulated to relevant interested parties for comment. When made, all changes are reflected in the Quality Management System and communicated to relevant interested parties.

The impact of any significant change is monitored.

Whenever changes are recorded, they are documented on management meeting minutes.

MAINTENANCE

Clause 7.1.3, 7.1.4, 7.1.5.2

INFRASTRUCTURE

The Organisation ensures that a suitable environment is maintained taking into account the social and psychological factors affecting staff to provide safe systems of work and the ability to achieve conformity to product and service requirements by the implementation of the following procedures.

VEHICLES

All Organisationally owned/leased vehicles are serviced and maintained in accordance with the manufacturer's recommendations and any applicable regulations. All vehicle checklists, service and maintenance records are retained as a part of the Organisation's Quality Records.

The Organisation ensures that appropriate insurance cover is in place for all company vehicles and drivers.

The Organisation carries out checks of the Driving Licences of all staff whom it authorises to use company vehicles. Such checks are carried out at regularly and the results recorded as a part of the Quality Records.

When staff are required to use their own vehicles on company business, the Organisation verifies, at least annually, that the staff member holds appropriate insurance, checks the driving licence and retains a record of the checks as a part of the Organisation's Quality Records.

TOOLS & EQUIPMENT

A planned maintenance schedule is in place for all equipment, and maintenance in accordance with the schedule for each piece of equipment, or repair as necessary is undertaken.

Operatives and supervisory staff monitor the performance of tools and equipment daily. Any required preventive maintenance is carried out in-house in order to ensure continuing process capability.

Under no circumstances is unserviceable or suspected faulty equipment activated or operated without prior authority or instructions.

Lifting equipment owned or hired in by the Organisation is serviced in accordance with the manufacturer's recommendations, and LOLER regulations, with suitable records of thorough examinations, held on file.

Details of all maintenance and repairs carried out are retained as part of the Organisation's Quality Records.

Portable Appliance Testing requirements are identified by the Organisation and where required, records are maintained.

IT SYSTEM

The Organisation's computer system is serviced and maintained by an approved external IT Provider as necessary.

FIRE & SAFETY

The Organisation has a detailed written Fire Risk Assessment and associated Fire Emergency Plan in place for the offices and warehouse. The Fire Risk Assessment is reviewed as required.

Adequate first aid kits, First Aiders and appropriate PPE are provided. Staff are responsible for checking their condition and for advising supervisory staff of any loss or damage. Records of all induction and ongoing PPE equipment issued are recorded.

The Health & Safety Representative carries out regular formalised Health & Safety Inspections of the offices and warehouse areas and these are recorded and retained as a part of the Quality Records.

Risk Assessments and Method Statements are completed in preparation for work being carried out in areas where Health & Safety is of paramount importance.

WASTE MANAGEMENT

When required, the Organisation uses only approved Licenced Waste Carriers and conducts annual checks to ensure that the appointed Waste Carriers continue to hold appropriate Licences. Waste generated on site may be returned to the Organisation or disposed of using the customer's waste management facilities.

BUILDINGS & STRUCTURES

The suitability of buildings, equipment and workspace is reviewed during Management Review and periodic internal management meetings.

A Visitor Log is maintained for access control and safety purposes.

The Organisation ensures that it can obtain copies of such key documents.

CALIBRATION

The Organisation does not use any equipment that requires any accurate measuring/monitoring requirements. Therefore, this Section is not applicable to the nature of the Organisation's current activities. The Management Review process monitors this situation.

Should these circumstances change, any equipment used for final verification would be calibrated and traceable to National Standards or, if not possible, the methods of calibration defined.

LEADERSHIP, TRAINING & COMPETENCE

Clause 5.1, 5.3, 7.1.2, 7.1.6, 7.2, 7.3, 7.4

LEADERSHIP AND COMMITMENT

Top management demonstrates its leadership and commitment to the Management System by:

- Defining Management System related responsibilities
- Ensuring the implementation of the Management System and its integration into the Organisation's business processes
- Promoting the process approach and risk-based thinking
- Ensuring that all required resources are available
- Understanding and meeting its customer and compliance requirements
- Focusing on continual improvement.

Please see reference material retained in the Document Library that includes but is not limited to:

- Objectives
- Processes, Policies and Procedures
- Risk Register
- SWOT Analysis
- Internal Audits
- Management Reviews.

ROLES, RESPONSIBILITIES AND AUTHORITIES

Top Management ensures that responsibilities and authorities for roles within the Management System are defined and understood throughout the Organisation.

The Responsibilities Table or Structure Chart can be found in the Document Library.

RESOURCES

The Organisation ensures sufficient internal and external resources including competent people and other resources to respond to customer demands within a timescale that would be reasonably expected by the customer and the needs of the business. Any issues with adherence to deadlines are communicated to relevant parties and alternative arrangements agreed.

The Organisation considers:

- The level of existing internal resources in terms of their capabilities and constraints

- Resources which need to be obtained from external providers.

The identification of revised or additional resources required to implement and improve the processes of the Management System takes place as part of day-to-day management as well as part of the Management Review.

ORGANISATIONAL KNOWLEDGE

The Organisation determines and maintains the knowledge necessary for the operation of its processes and to achieve conformity of products and services by:

- Learning from failures, near-missed situations and successes
- Gathering knowledge from third parties
- Sharing knowledge amongst staff through mentoring and succession planning
- Conferences
- Benchmarking
- Awareness sessions
- Documented information.

COMPETENCE AND AWARENESS

Members of staff and other interested parties receive appropriate training during their employment for or on behalf of the Organisation. This includes the Management System(s) Policy and individual roles and responsibilities within the operation of the Management System(s) and the achievement of relevant Objectives.

Appropriate training methods and aides are used that may include:

- Internal training
- External training
- Electronic media
- Induction training
- Equipment training
- Customer training
- Supplier training
- Toolbox Talks
- E-learning
- Health & Safety awareness and training.

Evidence of qualifications, training certificates, licences, skills and competencies of prospective employees where specialist skills are required is obtained and recent previous employment references are requested.

Training and competency requirements may be identified as a result of:

- Performance reviews

- New personnel
- New equipment and/or technology

- Revised legal and/or regulatory requirements (e.g. Health & Safety)
- Revised industry standards
- Management Reviews
- Employee request.

Records of staff training and competence are retained and are periodically reviewed.

The effectiveness of training carried out is recorded and evaluated through the competence that has been achieved. Control of the training process is in accordance with role responsibilities and job descriptions.

For quick reference, a training/skills matrix maybe maintained by the Organisation identifying the key skills attained by each member of staff.

COMMUNICATION

The Organisation has identified internal and external communications relating to the Management System including:

- What the Organisation communicates
- When the Organisation communicates
- Who the Organisation communicates with
- How the Organisation communicates
- Who takes part in communications.

Information is communicated in accordance with the needs and expectations of all internal and external interested parties and when deemed necessary, a record of communication is kept.

DOCUMENT MANAGEMENT

Clause 7.5

DOCUMENTED INFORMATION

GENERAL

The following items are particularly significant in contributing to the Management System(s) and ensuring the effective operation and control of its procedures:

- Management System Policies
- Processes and Procedures
- Required Records
- Policies
- The Organisation's Health & Safety System
- Relevant standards, legislation, regulations, codes of practice, advisory information and publications
- Relevant external documents.

CREATING AND UPDATING

When updating or creating documented information, the Organisation ensures that it is:

- Suitably identified and described
- In a suitable format
- Approved and reviewed for ongoing suitability and adequacy.

New document templates are approved and controlled.

When creating documented information, consideration is given to such matters as:

- Translation into other languages
- Software version control
- Compatibility with technology, i.e. Tablet, Smartphone
- Accessibility for those with special needs, i.e. audio version.

CONTROL OF DOCUMENTED INFORMATION

Documents of external origin, determined by the Organisation to be necessary for the planning and operation of the Management System, are appropriately controlled.

Templates are periodically reviewed for style and technical content prior to their issue and overall as part of the Management Review process for their continued suitability.

All system designs/drawings are considered as controlled and, as such, are recorded.

The Organisation may receive drawings, documents and/or data at the start of a project. Information provided by customers is verified by the application of the relevant procedures relating to production and service provision.

Electronic documented information is maintained and adequately protected to ensure resilience.

Records and similar documents are retained as required by legal, regulatory and/or contractual requirements.

Documents and records are reviewed and updated as required. Superseded documents are clearly identified as such if they are required for future reference, or they are withdrawn and disposed of in order to prevent the unintended use of obsolete information.

OPERATIONS PROCESS

Clause 8.1, 8.2, 8.5, 8.6

PLANNING PROCESS

The following are used in the work planning process:

- Requests for Information (Emails)
- Costing sheet, Quotations and Tenders
- Customer Purchase Orders, Job Awards and Contracts
- Project Contact Sheet
- Project Files
- Design confirmations, Approvals
- Approved suppliers Lists
- Purchase Orders and Invoicing
- Labour attendance Records
- Scope of Works
- Site Files
- Risk Assessments and Method Statements
- Pre-start meetings
- Site meetings
- Project handovers
- Inspection records.

The work planning process involves determining and taking into account the policy, objectives and the requirements of the service. This is achieved by the application of the Management System and related processes and includes the provision of any necessary resources and validation and verification methods.

Planning is aided by the utilisation of the relevant processes and procedures within the Site File, these detail all specifications, designs and site activity on an ongoing basis.

Regular informal meetings take place with both Contractors and Customers at which any significant issues are discussed, and appropriate action is agreed and implemented, as necessary. Notes may be added to the project file or site file for future reference.

If required, a site visit may be conducted to determine planning and other requirements relating to the work. This may include site meetings to determine project specifications or any changes required.

Personnel is allocated to a project based on qualifications, skills required, workloads and their availability.

Risk Assessments and Method Statements are prepared and issued as part of the Site File. Whenever it is considered that specialist skills or materials are required for projects an approved sub-contractor or supplier may be selected in accordance with the Organisation's purchasing procedures.

The Directors ensure that adequate human resources are available that are suitably qualified to conduct work activities in accordance with specific customer requirements and any applicable legislative or regulatory requirements.

REQUIREMENTS FOR PRODUCTS AND SERVICES

Enquiries are received or acquired by the following means:

- Telephone, letter and e-mail
- Established customer (direct customers and main contractors)
- Established industry contacts
- Approved contractor status Invitation to Tender
- The Organisation's website and other marketing initiatives.

The enquiry is reviewed to ensure the customer's requirements can be met. If after review the Organisation decides it does not have the capability to fulfil the requirements of the enquiry, the enquirer is advised of the Organisation's decision to decline to proceed.

All relevant enquiries are recorded within the enquiry file, information such as specifications, requests for further information and specific instructions are retained for reference purposes.

If accepted, a Costing Sheet may be used and a Quotation and/or Tender is prepared. Reference may be made to the suppliers and sub-contractors for price and availability and to the Organisation's pricing and discount structure. Project costings are based on the prevailing prices.

Quotations and/or Tenders are prepared and submitted by appropriate means together with a copy of the Organisation's terms and conditions of supply.

Copies of all Quotations and/or Tenders submitted are retained in the appropriate quotations file on the shared drive.

Any queries relating to the Quotations and/or Tenders are discussed until resolved. If amended documentation is issued, the superseded information is clearly identified should it be required for future reference.

Customer Orders are accepted, typically in the form of Purchase Orders, Contracts or Job Awards from the customer.

No work is commenced until a written instruction is received from the customer. The customer's order is reviewed against all previous documentation and correspondence in order to ensure anomalies do not exist. When anomalies occur, the customer is informed and the situation resolved before any further commitment by the Organisation.

When a Customer Order is received, the following actions are taken:

- A unique project number is allocated
- A Project Contact Sheet is completed
- A Project File is created, labelled with the project number and customer name

- All Quotation/Tender documents are moved to the Project File for future reference.

If the customer wishes to change an Order, or parts of the Order, then, depending on the nature, extent and timing of the change, this is agreed with the customer and confirmed by an exchange of e-mails. Updates to Customer agreements may be requested and/or supplied.

Copies of the following records are retained:

- Quotation, Tender, Costing sheets.
- Emails and Requests for more information
- Customer Order
- Customer Drawings (if applicable).

SERVICE PROVISION

Due to the nature of the Organisation's activities/processes, documented generic work instructions are not considered appropriate.

All designs are finalised and approved in line with the Design Process, records of all designs and approvals are retained in the Project/Site File for planning purposes.

The Organisation initially creates a Scope of Works detailing significant plans and milestones, a copy is retained within the Project/Site File within the shared Drive.

The Project Supervisor is informed of the upcoming work and is granted access to the Project File, initial briefings on the project and any specifications are carried out to confirm the Supervisor's understanding.

Sub-contractors and materials are arranged using the Organisation's Purchasing Processes; all resourcing is recorded and retained for reference purposes.

A Project/Site File is prepared by the Organisation for job purposes and for retention at customer sites. The site file includes:

- Pre-construction documents
- Project Contact Sheet
- Scope of Works
- Design records
- Procurement records
- Project/Construction specifications
- Health & Safety arrangements
- Work Schedule
- Handover documentation
- RA/MS (Risk Assessment/Method Statements)

- COSHH information
- Equipment maintenance information.

Operatives are advised of work requirements by appropriate means. Any Personal Protective Equipment (PPE), site inductions and/or uniform requirements, according to site/customer requirements, are also advised as part of the work instruction.

RA/MS (Risk Assessment Method Statements) are briefed to staff prior to work starting; acceptance and understanding by the Operatives are recorded by the Organisation.

The provision of the Organisation's services is carried out according to requirements in order to achieve the work specification defined and agreed with the customer.

Specialist equipment is usually hired in when required by the Organisation depending on the nature of the services to be provided. Maintenance of this equipment is by the equipment supplier.

All work is carried out in accordance with the operations instructions detailed on the Project/Site Files and Design Drawings, ensuring industry-approved safe working practices are maintained.

Site Inductions and regular Toolbox Talks are conducted on site, with records retained in the Site File. The details of all staff working on behalf of the Organisation at site are recorded within Site attendance Records for invoicing purposes.

'Quality Inspections' are completed as appropriate and approved by a Supervisor/before the next operation is commenced.

Final Inspection is recorded through the Project Handovers. On completion of projects, all documentation is collated and returned to Head Office.

Appropriate Invoicing is created in line with the agreed Quotation and/or Tender and is issued to the Customer

IDENTIFICATION AND TRACEABILITY

Required identification and traceability is recorded and retained. This may include:

- Pre-construction documents
- Quotation/Tender references
- Project numbers
- Project Control Sheets
- Customer name Site Attendance Records
- Material traceability.

The status of a project and those responsible for its processing can be traced by referring to the Project/Site Files as applicable.

The traceability of individual staff training, competence and qualifications is retained in accordance with the training and competence process.

PROPERTY BELONGING TO CUSTOMERS OR EXTERNAL PROVIDERS

Where customer property (e.g. premises, tools, personal data) is required as part of the contract, appropriate measures are taken to maintain the integrity and security of the property

Data and information provided by customers are treated as confidential in accordance with the requirements of the Data Protection Act 2018 and are protected using suitable physical and electronic protection methods.

Customers are notified of any loss, corruption, or other damage to their data, information or property. This includes any damage or other issues to work sites where work-related services are being provided.

Prior to commencing work, the customer site and any facilities are checked to confirm that they are appropriate for the proposed work. Any anomalies or potential problems are notified to the customer.

PRESERVATION IDENTIFICATION

All documents and data are identified by the application of the procedures in the documentation process.

Equipment and materials are identified by the manufacturer's labelling and/or can be visually identified by personnel.

PROTECTION

Products, materials, equipment and hard copy documentation are protected through implementation of the procedures in these Management System processes.

Products, materials and equipment are retained within the manufacturer's protective packaging, when provided, until required.

Products and consumables are held in an environment to prevent deterioration in storage. All products are inspected before use to determine any product-specific protection requirements whilst in storage or use.

Personal Protection Equipment (including gloves) is supplied and issued to Operatives and the issue recorded. Training in the use of PPE is carried out and PPE use spot checks are carried out on site.

HANDLING

The Organisation has a defined Health & Safety Policy and documented procedures and processes including Risk Assessments and Method Statements relating to its activities, which include Manual Handling.

Handling of all items within the Organisation is by recognised methods for the type of product or material being handled and in accordance with its specific identified COSHH requirements.

All equipment is used with due regard to the relevant Health and Safety guidelines in operation at that time.

STORAGE

All materials are stored in accordance with the manufacturer’s recommendations.

Appropriate retention of documentation and data is provided through implementation of the relevant procedures.

When not in use, all documents and electronic storage devices are retained in secure storage in the office area or an identified storage location on the work site.

POST DELIVERY ACTIVITIES

The Organisation is aware of its responsibilities for the services it provides and strives to deliver prompt service recovery should this be found to be necessary.

As applicable, the Organisation conducts the following activities that are considered “post-delivery activities”:

- All products are covered by the manufacturer's standard warranty and in accordance with any applicable terms and conditions
- Products and/or services supplied by the Organisation are done so in accordance with any applicable statutory and regulatory requirements in place
- Operation and Maintenance (O&M) Manuals are provided on request
- The Organisation ensures that appropriate liability insurance is maintained should there be any issue in relation to any statutory and/or regulatory requirements in conjunction with its business activities
- Regular reviews of customer feedback are undertaken to ensure contractual obligations are maintained
- A snagging period is provided on most projects, in line with initial agreements
- The Organisation accepts complaints from customers and following investigations into stated issues, where appropriate, provides rectification, repair or refit.

The Contracts Manager leading each project team is responsible for ensuring that final inspection and approval are conducted and recorded on the Project Handovers, which are retained as part of the final Project File.

If any service has failed to meet contractual requirements, immediate steps are taken to remedy the situation and to fulfil the Organisation's obligations. A non-conformance record of the issue and corrective action taken is compiled and retained.

The Organisation ensures that appropriate liability insurance is maintained should there be any issue in relation to any statutory and/or regulatory requirements in conjunction with its business activities.

CONTROL OF CHANGES

The formal change process is used by the Organisation when changes are considered significant. Minor changes may be made without formal control.

A record of significant changes including details of the methodology and those responsible for authorising the change is recorded within the amended Site or Project Files.

Additionally, comprehensive e-mail records are recorded of any changes identified by either the Organisation or customer as part of the service provision.

RELEASE OF PRODUCTS AND SERVICES

The Organisation conducts on site inspections and stage checks; appropriate records are maintained in the Site File and the Project File in the form of the Project Control Sheet and Project Handovers.

Invoices are generated and issued to the client upon completion of the overall project or significant milestones, in accordance with any contractual arrangements.

Throughout the design phase, the Organisation subjects the designs to continued review both internal and customer, through to a final review and inspection prior to the completed design being presented to the customer.

All documents and records are signed/initialled and dated by the relevant person as applicable and retained in the appropriate file as part of the Quality records.

DESIGN & DEVELOPMENT

Clause 8.3

DESIGN AND DEVELOPMENT

Design and development activities may form part of the Organisation's ongoing policy of continuous improvement of existing products/services or the development of new products/ services.

PLANNING

The following factors are addressed before design and development work commences:

- The required design and development stages and schedules for completion
- The level of review, verification and validation appropriate for each stage
- Those responsible for implementing and authorising design and development outcomes.

Whenever necessary the details are updated.

INPUTS

Design and development input criteria are established based on the proposed application and performance requirements of the product, subject to any known constraints. Factors for consideration may include:

- Relevant legal and regulatory requirements
- Financial restraints
- Customer requirements
- Completion requirements
- Relevant physical factors.

Appropriate details are recorded in the relevant Project File.

OUTPUTS

Design and development output may be defined subject to the nature of the proposed project, as follows:

- Sketches
- General/Detailed Drawings
- Specifications
- Materials/Parts Lists
- Test Records
- Third Party Approvals
- Operating Instructions.

REVIEW

The design and development evolve accordingly and the output is reviewed at appropriate stages in order to assess its ability to meet the requirements and to identify and resolve any problems. Reviews may be internal, customer or third party, as appropriate and are recorded and retained.

Reference may be made to approved external bodies for assistance in resolving any technical problems.

Modifications and refinements are agreed and implemented as required, with the relevant details retained in the Project File.

VERIFICATION

The design and development output is subject to in-house review, testing and/or evaluation and the results are recorded. When confirmed that the design and development output meets the specified criteria, the design and development may be submitted to an external body for formal approval.

VALIDATION

Design and development output validation is carried out to confirm that the design and development output is considered appropriate for its intended use. This may include external approval where this is a defined and agreed requirement of the design and development process. Relevant patent applications may also be submitted. Completion of design and development validation is recorded and retained as part of the design and development process.

CHANGES

Any design and development changes identified during design and development processes are reviewed and evaluated before approval and implementation. Appropriate details are recorded as updated and/or revised/up-issued documented information relating to the design and development. Obsolete information is deleted, archived or is clearly identified as such in order to prevent unintended future use.

PURCHASING

Clause 8.4

SUB-CONTRACTOR PROCESS

All new sub-contractors are required to undergo a sub-contractor appraisal process, which includes, as a minimum:

- Insurance checks and verification
- Training records and evidence
- Certification/Accreditation/Registration evidence.

Work requirements for sub-contractors are issued in the form of a purchase order/work instruction.

Sub-contractors are monitored in the same manner as the Organisation's own staff.

On receipt of the invoice from the sub-contractor, the details are cross-checked against the purchase order/work instruction details and once confirmed, the invoice is passed for payment.

PURCHASING PROCESS

Suppliers (including providers and/or sub-contractors) are assessed on their ability to provide the type, specification of product, service and quality required by the Organisation. On approval, details are given to the relevant department, to arrange credit terms, etc.

The selection of suppliers is based on the consideration of some or all of the following criteria:

- Historical usage and supply performance
- Quality of product or service
- Specialist supplier
- Industry or Management System certifications
- Customer specified
- Review of initial orders, samples or prototypes
- Completion of a pre-qualification form.
- Availability of materials.

A record of suppliers meeting the Organisation's supplier criteria is held. Before a supplier is added, the Organisation's approval procedure is followed.

Suppliers are monitored, reviewed and re-evaluated on a regular basis to ensure that materials and/or services meet with Order requirements. This may include the completion of a prequalification form.

The specific areas applicable for monitoring and measurement processes may be selected from the following aspects:

- Supplier Controls and Non-conformance Reporting

- Documentation failures
- Product quality and sustainability
- Price and delivery
- Benchmarking.

Suppliers are selected from the Approved List of Suppliers. If a product is required from an unlisted supplier, arrangements are made to review that supplier.

Purchase Orders are submitted to suppliers by appropriate means, generally e-mail, referenced by the Order Number, derived from the job details, for traceability purposes. Information shown may include:

- Product and part number
- Type
- Specification
- Quantity
- Delivery Instructions
- Price quoted
- Additional information.

Whenever the Order cannot be confirmed in writing or inspected at the point of purchase, the supplier is requested to read back the Order details in order to confirm that the requirements have been clearly understood.

On receipt of goods, an inspection is carried out in order to ensure that they conform to the original Order requirements and for any damage. Any discrepancies, i.e. shortage or damage, are noted on the Delivery/Collection Note and reported for further action.

Whenever a requirement of the product specification, additional documentation may also be requested such as:

- Certificates of Conformity
- Certificate of Testing
- Warranty
- COSHH Data Sheets.

Discrepancies of a significant nature are noted on a non-conformance log that may be forwarded to the supplier for actioning and then filed for review at Management Review. Continual issues that arise with suppliers may result in their removal as approved suppliers.

CORRECTIVE ACTIONS & IMPROVEMENT

Clause 8.7, 10

CONTROL OF NON-CONFORMING OUTPUTS

The details of all products and services not meeting the required specification are recorded on the Non-conformance Log.

Non-conforming outputs result in one or more of the following:

- Correction of the immediate problem
- Segregation, containment, return or suspension of the provision of products or services
- Informing the customer
- Obtaining an authorisation for acceptance under concession.

Conformity to requirements is verified following correction and recorded on the Non-conformance Log.

Significant activities not meeting the requirements of the Management System or agreements with customers are suspended pending further action.

All materials, products, services and sub-contractor performance not meeting the required specification are clearly identified and/or segregated pending a decision regarding their further disposition.

Significant problems are addressed in accordance with the nature of the problem (e.g. staff performance issues, customer complaints etc.) and are recorded.

Actual and potential non-conformities identified can include the following:

- Customer complaints
- Failure to deliver order or service
- Failure in essential plant/equipment
- Process and Management System failure
- Quality failure that cannot be easily rectified at insignificant cost
- Damaged/defective products detected after quality release or during installation
- Faulty, shortfall or non-delivery of a purchase order or service from a provider.

The Quality Manager ensures that immediate and sufficient countermeasures are taken to correct non-conformances by repair, re-work, rectification, operational change, etc.

CORRECTIVE ACTION AND IMPROVEMENT

CORRECTIVE ACTION

Any activities not meeting the requirements of the Management System are recorded on the Nonconformance Log, along with any corrective actions.

An investigation is undertaken to determine the cause of each incident or non-conformance.

The corrective actions taken to prevent recurrence of non-conformances, and those records and reports generated, are regularly reviewed at Management Reviews in order to identify any trends and to determine the effectiveness of preventive measures taken.

Revised procedures are developed and implemented as considered appropriate and are reviewed accordingly.

New significant risks or opportunities may be identified as a result of the non-conformance process.

CONTINUAL IMPROVEMENT

The effectiveness of the Management System is continually reviewed and improved through the Management Review process and the associated Management Review Agenda.

MONITORING, MEASUREMENT, ANALYSIS & EVALUATION

Clause 9.1

GENERAL

The Organisation monitors, measures, analyses and improves its processes in order to:

- Demonstrate conformity of its activities
- Ensure conformity to the Quality Management System
- Continually improve the effectiveness of the Quality Management System.

Information obtained by analysis may relate to:

- Trends
- Operational performance Levels of customer satisfaction
- Overall effectiveness and efficiency.

Monitoring and measurement of processes are achieved by the implementation of Internal Audit and Management Review procedures.

The monitoring and measurement of processes are facilitated by, although not restricted to, the following:

- Quality Audit Records
- Customer Feedback Records Non-conformance Records
- Key Performance Indicators.

Whenever significant deficiencies are identified, appropriate action is agreed, implemented and recorded in accordance with the relevant non-conformity and corrective action procedures set out in this Management System.

CUSTOMER SATISFACTION

Customer satisfaction is monitored throughout the project delivery process and is discussed at operational meetings.

Account review meetings are held with significant customers at regular intervals, during which opportunities are taken to gather feedback in relation to the Organisation's performance across current and past projects.

INTERNAL AUDITS

Clause 9.2

INTERNAL AUDIT PROGRAMME

- An Audit Programme is maintained ensuring that the Management System(s) is verified in accordance to the defined Audit Programme. The Audit Programme takes into consideration the importance of the process, with those areas considered critical being audited more frequently.
- Additional Audits may be conducted outside the planned intervals depending on the following:
    - Results of previous audits
    - Organisational Changes

INTERNAL AUDIT PROCESS

Internal Audits are carried out according to the following procedures:

- Internal Audits are scheduled and undertaken at planned intervals as per the Audit Programme which determines which parts of the Management System(s) are to be audited
- A member of staff, independent of the activity to be audited wherever possible, is appointed to conduct the Audit
- The Auditor refers to the Processes documented in the Management System to determine the activities to be audited
- The Auditor advises any personnel concerned that an Internal Audit is to be undertaken and answers any questions they may have regarding the Audit
- The Auditor audits the process, which may include all or some of the following methods:
    - Interviewing members of staff.
    - Observing the process being carried out
    - Reviewing any records/documents.
- The Auditor maintains a record of the process audited, the evidence viewed and the findings of the Audit
- Any non-conformities that are raised and agreed during the Audit should follow the Organisation's Non-conformance Process
- The results of the Internal Audits are reported to relevant Management and also discussed during the next Management Review
- All documentation relating to Internal Audits is retained for inspection by QMS International at the annual Surveillance Audit.

MANAGEMENT REVIEW

Clause 9.3

MANAGEMENT REVIEW

Following certification, an initial Management Review is carried out within two months and then Management Reviews are held at an agreed frequency of no greater than twelve-monthly intervals following the Management Review Agenda.

The findings of Management Reviews are documented and retained and distributed in accordance with the Organisation's document control and communication procedures set out in this Management System.

Management Review is identified as a critical component to ensure the continual improvement of the Management System. The purpose of the reviews is to undertake an evaluation of performance to ensure that the Management System continues to be:

- **Suitable** – Does it still fit the Organisation, its operations and culture?
- **Adequate** – Is it still appropriate and sufficient?

Effective – Does it still achieve the intended outcomes?