Thames Valley Vulcanising Services

Procedures Manual

Procedures Manual

Copy Holder: Partner (Administration)

Copy Number : 1 (Master Register)

Distribution

Procedures Manual

Copy Number 1 (Master Register) - Partner (Administration)	-	Controlled
Copy Number 2 - Quality Assurance Systems Ltd	-	Uncontrolled

Amendments

All copies of this Quality Manual must be kept under strict control to prevent the System from becoming unreliable. The following Procedures will ensure that the system remains current and valid.

1) All copies of the manual will be clearly numbered and the Holder recorded.

2) Each page in the manual will carry its own number.

3) The Organization's Quality Representative will be responsible for all revisions and additions being issued and distributed to each site.

4) Each Manual Holder will be responsible for maintaining the manual in his/her care and recording all revisions and additions to that manual. .

5) The Issue No. and Effective Date shall be amended on each page header when a change is made to that page.

6) Changes can be suggested by any Employee but must receive signed approval before being entered into the Manual.

7) All changes must be recorded on the Amendments List (**PRM 00**, **Page 04**) and appropriate pages in each Manual changed.

Table of Contents

Table of Amendment – Procedures Manual

Document Number	Page Number	Issue	Date	Description of Change	Authorisation
1	2	2	16/09/03	4.2.2. (e) Line amended	T. Ward
2	2	1	09/03/05	Additional section added to the bottom	T. Ward
3	PRM07 1 of 1	1	09/10/11	Exclusion of Measuring & Monitoring Devices Clause	Jo Bostock

Document Register

Document Number	Description
QMF 01	Training Record
QMF 02	Internal Quality Audit Programme
QMF 03	Internal Quality Audit Report
QMF 04	Complaints Registration Form
QMF 05	Complaints Register
QMF 06	Management Review Agenda
QMF 07	Register of Calibration Equipment
QMF 08	Non-Conformance Report
QMF 09	
QMF 10	Enquiry Form
QMF 11	Work Sheet
QMF 12	Organization's Letter Head
QMF 13	Invoice (Sample)
QMF 14	Quotation Form
QMF 15	Training Plan
QMF 16	Objectives and Targets (Monitoring)
QMF 17	
QMF 18	
QMF 19	
QMF 20	
QMF 21	
QMF 22	
QMF 23	
QMF 24	
QMF 25	
QMF 26	

DOCUMENT CONTROL AND RECORDS. *(ISO 9001:2008. Clause 4.2.3 and 4.2.4)*

1.0 Introduction

To demonstrate that the Organization's stated quality objectives have been satisfied, a detailed system of control for quality related documentation and records needs to be maintained.

2.0 Scope

The Organization will produce and maintain adequate documentation to detail the requirements of the quality management system and to ensure that the requirements of the Customer can be satisfied. Adequate records must be maintained for this purpose.

This procedure also applies to all records generated under the other procedures in the quality management system.

3.0 Responsibility

It is the responsibility of the Quality Representative to ensure that:

3.1 The quality management system is adequately documented.

3.2 Documents are properly controlled and approved and are readily available to those personnel that need to use them.

3.3 Sufficient records are maintained and these are legible and readily found.

4.0 Procedure

4.1 Document and Data Control

4.1.1 All quality manual documentation must carry a unique identification number, an issue number and the date from which the document becomes effective.

4.1.2 Documents must be formally approved for use.

4.1.3 Other quality documents must be clearly identified by their title or other reference, traceable from the document master register.

4.1.4 A master register will be available and must carry the current issue of each document. The master register will be the only source of copies.

4.1.5 Obsolete documents will generally be withdrawn from the system. A reference copy of obsolete documents may be retained by the Quality Representative subject to that copy being suitably 'cancelled' by defacing in such a manner as to ensure it cannot be mistaken for a current document.

4.1.6 External documentation must be adequately controlled to ensure that it is not damaged or lost.

4.1.7 All forms must be periodically assessed under the Quality Audit procedures for currency and fitness for use.

4.1.8 Any changes required to documentation must be processed through the Management Review meeting.

4.2 Records

4.2.1 All completed quality documentation and records must be retained for at least three years unless specified in other regulations or by legislation.

4.2.2 Records must be correctly filed under suitable headings, in files, folders etc such that they can be readily found. Adequate security must be maintained to ensure that records are not lost or damaged.

4.2.3 Records must be legible.

4.2.4 Records kept on computer or on other electronic media must be backed up on a regular basis such that the information can be recovered if necessary. One current copy of the back-up media shall be kept off-site. Computer data must also be adequately protected against infestation by electronic viruses.

4.2.5 Records may be destroyed at the end of their retention period.

MANAGEMENT REVIEW (ISO 9001:2008 Clause 5.6)

1.0 Introduction

The quality management system needs periodic review to ensure that it meets the requirements in respect of policy, objectives, effectiveness, resources, planning and is kept up to date.

2.0 Scope

The Management Review must cover the operation of the quality management system throughout the Organization.

3.0 Responsibility

It is the responsibility of the Quality Representative to ensure that:

3.1 The quality management system is reviewed at least annually to ensure its continued suitability and effectiveness.

3.2 The minutes of the meeting are recorded

3.3 Any actions are identified and corrected.

3.4 Opportunities for improvement are identified and implemented.

4.0 Procedure

4.1 The Management Review must be held at least once per year to address all parts of the Organization's quality management system:

4.1.1 To determine whether It is operating effectively to the benefit of the Organization.

4.1.2 To identify opportunities for improvement.

4.1.3 To determine whether the Organization is continuing to meet the Customer requirements.

4.1.4 To prevent nonconformity.

4.2 The meeting must be attended by the Quality Representative, senior management and other staff as appropriate.

4.3 The meeting must address the following topics:

4.3.1 Actions from previous meeting.

The aim is to ensure that any actions from the previous meeting have been corrected.

4.3.2 Review of the Quality Policy and objectives.

The policy must be reviewed to check that it is still suitable for the Organization. Any objectives must be reviewed to check whether they are still appropriate and are being achieved. New objectives must be set where necessary.

4.3.3 Improvement.

The meeting must address methods of improvement to the system. Where areas for improvement are identified, appropriate objectives and methods of monitoring will be agreed. Any of the topics addressed during the meeting may be considered for improvement initiatives.

4.3.4 Non-conformance and customer complaints.

Non-conformances and customer complaints must be reviewed to check that the underlying cause has been addressed. Their effect on customer satisfaction must be addressed.

4.3.5 Corrective and preventive action.

Corrective and preventive actions must be reviewed to check that they have been effective in achieving an improvement in the quality system.

4.3.6 Internal and external audits.

Audit results must be reviewed to check that any nonconformances were corrected within an acceptable time scale. The frequency of auditing may be reviewed based on the audit results.

4.3.7 Planning and future resource requirements. (Long term planning)

Any changes to the business that could affect the Customer or the quality management system should be addressed. This will include changes related to personnel, equipment or other resources.

4.3.8 Training.

Training needs must be reviewed together with any proposals for carrying out training.

4.3.9 Supplier performance.

Any need for changes to the suppliers used by the Organization must be addressed.

4.3.10 Customer satisfaction.

The meeting must address whether the Organization is meeting or if possible exceeding the Customers requirements and expectations. Where complete customer satisfaction is not being achieved the Organization must plan and allocate suitable resources to resolve the problem.

4.3.11 Any other business.

This may include any initiatives for improvement, reduction in rework or waste etc.

4.4 The review must cover as a minimum the period since the last Management Review.

4.5 The person responsible for any actions identified at the meeting must be recorded together with target dates for completion where appropriate. The Organization must allocate the necessary personnel and resources for these corrective actions.

4.6 Inputs to the Management Review must include:

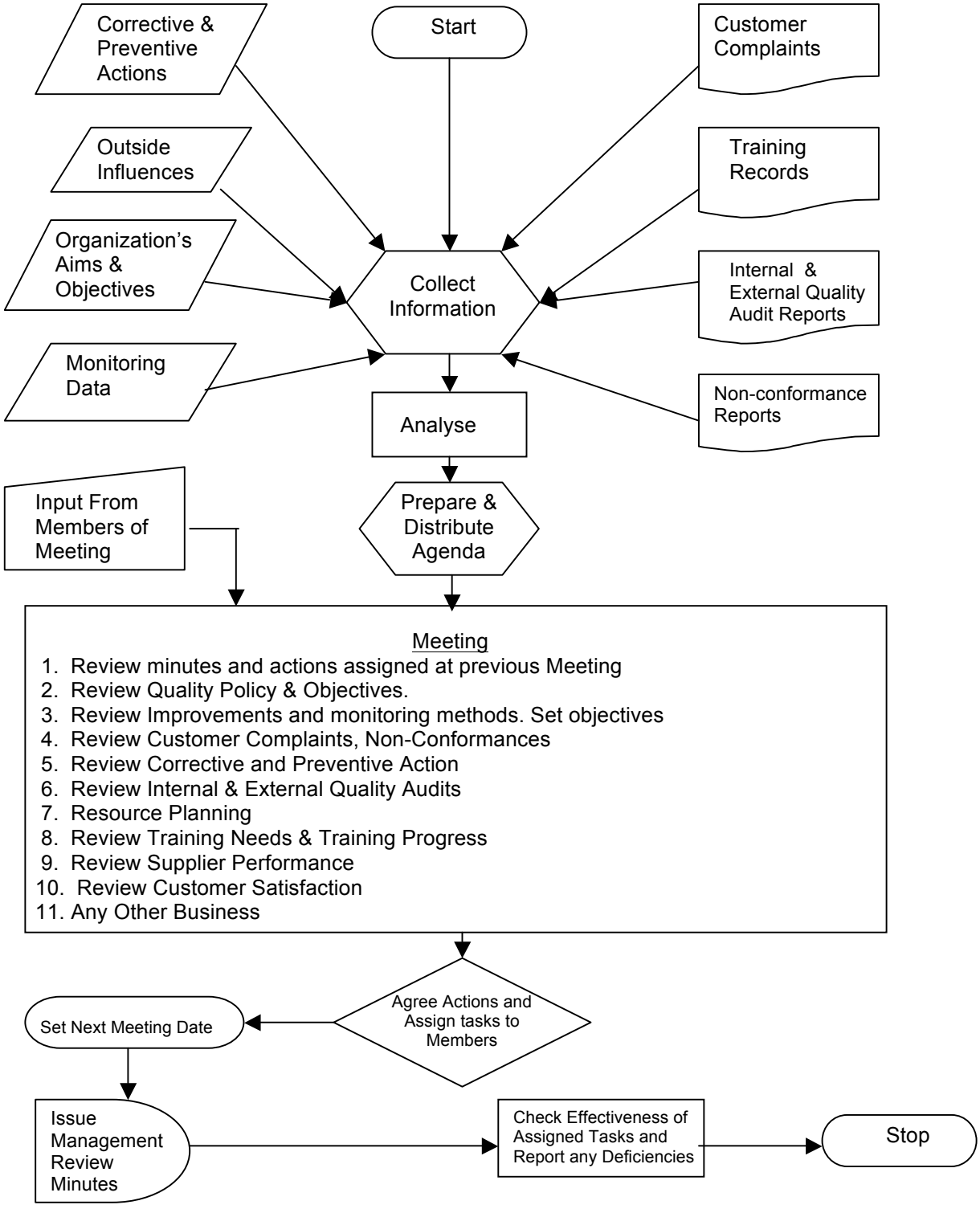
4.6.1 Customer Complaints Records (QMF04 and QMF05)

4.6.2 Internal Audit Reports (QMF03)

4.6.3 Training Records (QMF01 and QMF15)

4.6.4 Objects and Targets Monitoring (QMF16)

4.7 The minutes of the meeting must be recorded and copies must be provided to all personnel who attended the meeting together with those who have actions placed upon them (QMF06).


Corrective & Preventive Actions
Start
Customer Complaints
Outside Influences
Training Records
Organization's Aims & Objectives
Collect Information
Internal & External Quality Audit Reports
Monitoring Data
Non-conformance Reports
Analyse
Input From Members of Meeting
Prepare & Distribute Agenda
Meeting
1. Review minutes and actions assigned at previous Meeting
2. Review Quality Policy & Objectives.
3. Review Improvements and monitoring methods. Set objectives
4. Review Customer Complaints, Non-Conformances
5. Review Corrective and Preventive Action
6. Review Internal & External Quality Audits
7. Resource Planning
8. Review Training Needs & Training Progress
9. Review Supplier Performance
10. Review Customer Satisfaction
11. Any Other Business
Agree Actions and Assign tasks to Members
Set Next Meeting Date
Issue Management Review Minutes
Check Effectiveness of Assigned Tasks and Report any Deficiencies
Stop

RESOURCES (ISO 9001:2008 Clause 6.1, 6.2.1, 6.2.2, 6.3 and 6.4)

1.0 Introduction

To meet the requirements of the Customer, the Organization ensures that there are adequate resources in the form of personnel, plant and equipment. This may include additional resources from outside the organization where necessary.

2.0 Scope

This procedure covers the systems and operations necessary to ensure that the Organization has adequate resources to meet the requirements of its Customers and operate the business in and efficient and safe manner.

3.0 Responsibility

It is the responsibility of the Quality Representative to ensure that:

3.1 The Organization's resource requirements are reviewed on a regular basis.

3.2 Training needs are identified.

3.3 Suitable training is carried out and checked for effectiveness.

4.0 Procedure

4.1 General

4.1.1 The review of resources must be formally carried out as part of the Management Review process but is also part of the day to day management of the organization. See PRM 02 Management Review

4.1.2 Records associated with personnel and training are maintained in accordance with PRM 01 Document Control and Records. These records must be reviewed at least once per year.

4.2 Human Resources

4.2.1 As part of the general planning and management process, the Organization must identify the personnel needed to ensure that it operates effectively. The general structure of the Organization is shown in the organization chart in the Quality Manual (QM07 page 1). Organizational responsibilities are shown in the Quality Manual (QM07 page 2). Specific responsibilities and authorities for the Quality Management System are defined in QM07 page 3.

4.2.2 New personnel will be selected by the Partners. Vacancies shall be announced via newspaper advertisements, the Job Centre, or by personal approach. All applications shall be accompanied by an application form and/or a C.V. and the Partners shall select those suitable for interview. Interviews and final selection will be made by the Partners. Successful applicants shall be subjected to a 6 month probationary contract followed by a final contract. The Organization's policy of recruiting and procuring personnel with the required level of skills, experience and education is reviewed in the light of labour availability and also changes in the nature of the Organization's work.

4.2.3 The training needs of all personnel will be identified by reviews based on work allocation and/or appraisals on an ongoing basis. Where possible, measurable objectives will be set to assist in continual improvement.

4.2.4 All personnel must be given induction training including an explanation of the quality management system and the health and safety requirements when they start work with the Organization.

4.2.5 The training and experience of each employee will be discussed and assessed by the Partners against defined objectives and any changes that have taken place, or are about to take place, to ensure that personnel are adequately trained and experienced to carry out their duties. Employees are given the opportunity for one-to-one discussion with the Partners

4.2.6 Where a specific training need is identified, this must be arranged by the Quality Representative and included on the Training Plan. (Form QMF15)

4.2.7 Training will be by means of In-house training by suitably qualified/experienced personnel or formal external courses.

4.2.8 All training must be assessed by the Immediate Manager responsible for the trainee to check that it was effective.

4.2.9 Personnel records must be maintained to show all qualifications, experience and training undertaken (Form QMF01). Where appropriate, copies of certificates or other evidence to show that training has been carried out will be maintained.

4.3 Facilities

4.3.1 Mr. M. Bowey (Partner Operational) must ensure that all buildings, plant and equipment at the Organization's commercial site are regularly maintained in accordance with manufacturer's recommendations or recognised good practice.

4.3.2 Each Engineer must ensure that all mobile plant and equipment transported by him and used by him at customer's sites are regularly maintained in accordance with manufacturer's recommendations or recognised good practice.

4.3.3 Records of maintenance will be maintained showing details of the work carried out. Where appropriate, copies of certificates or other evidence of maintenance work will be maintained. Typically these will include Test certificates, service reports etc.)

4.4 Work Environment

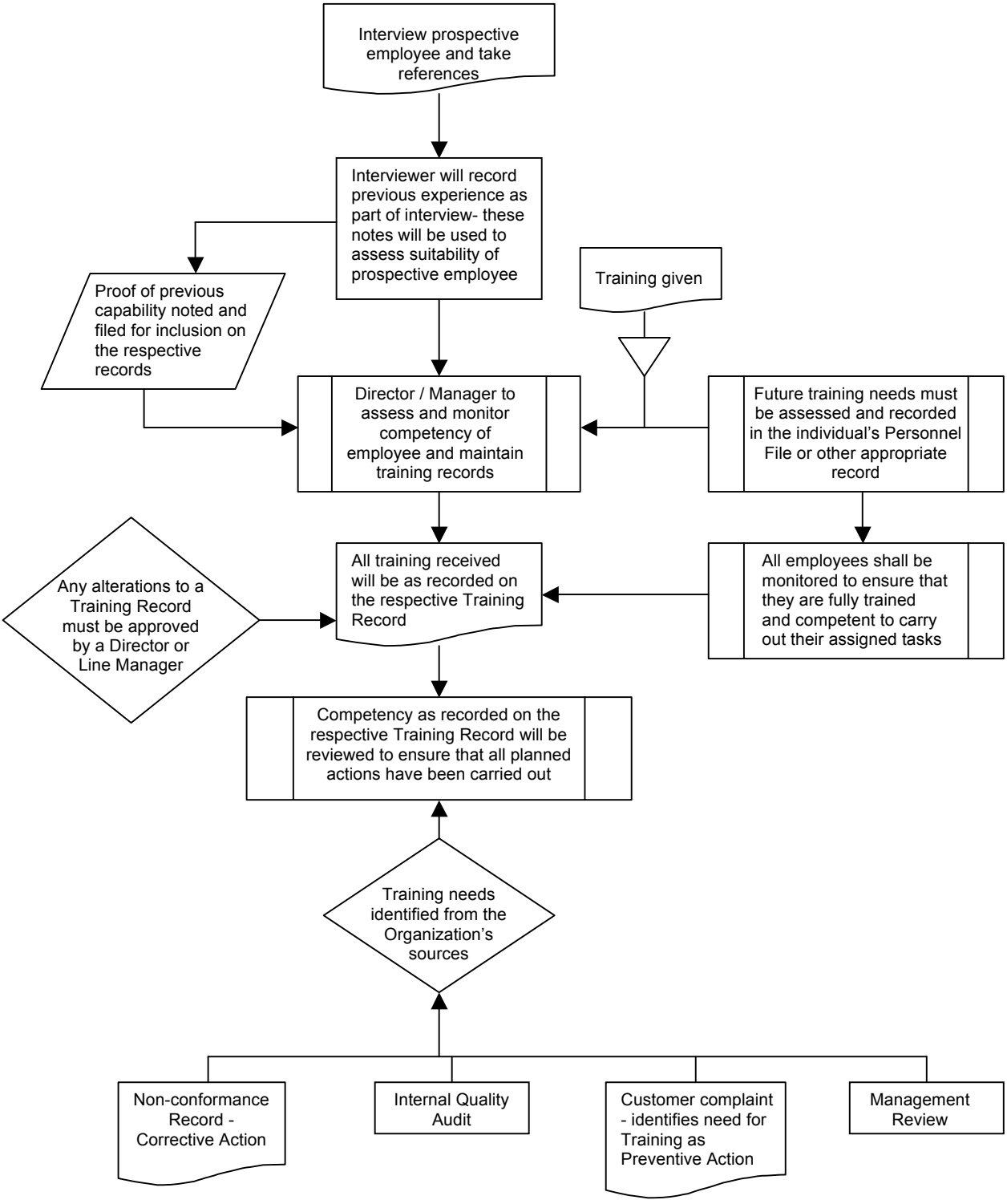
4.4.1 All managers and supervisors must maintain a good standard of housekeeping within the work area.

4.4.2 Waste materials must be cleared away regularly to maintain a safe working environment and disposed of in accordance with local and national legislation for minimum impact on the environment.

4.4.3 Any faulty plant or equipment must be reported to responsible managers (identified in 4.3.1) for attention.

4.4.4 The Partners are ultimately responsible for Health and Safety requirements at all sites. This does not absolve any employee from failing to report any identified detrimental Health, Safety or Environmental issues.

TRAINING - SUMMARISED FLOWCHART



CUSTOMER REQUIREMENT (ISO 9001:2008 Clause 7.1, 7.2.1, 7.2.2 and 7.2.3)

1.0 Introduction

Meeting the Customers requirements is the principal objectives of the Organization. Their needs must be fully understood and agreed and the Organization must establish that it is in a position to meet these requirements in an effective manner.

2.0 Scope

The nature of the business is the provision of a customised product against customer supplied drawings and/or specifications or on-site survey. The product is normally fitted by the Organization's Engineers on the customer's site. There is no requirement for design and/or development.

The scope of this procedure includes:

a) Identification and documentation of the Customer requirements.
b) Review of these requirements.
c) Methods of communication with the Customer.
d) Outline planning of the work.

3.0 Responsibility

It is the responsibility of the Quality Representative to ensure that:

3.1 That the requirements together with any changes are adequately defined and understood by both parties.

3.2 These requirements together with any changes are adequately documented.

3.3 Adequate planning is carried out to ensure that the Organization has or can obtain the necessary resources to fulfil the order or contract.

3.4 Effective lines of communication are set up between the Customer and the Organization.

3.5 Sufficient records are kept to show that the above requirements have been achieved.

4.0 Procedure

4.1 General

4.1.1 Customer requirements will be dealt with in three stages:
a) Receipt and understanding of the customer requirements.
b) Review of the Organization's capability to meet these requirements.
c) Confirmation of acceptance to the Customer.

4.1.2 Enquiries, requests for quotations, invitations to tender and orders are generally received by Telephone, Letter, Fax, E-mail or Customer Order.

4.1.3 Records related to dealing with Customer enquires and orders prior to the project becoming 'live' will be kept in a file identified by a temporary unique number and may comprise hard and/or electronic copy.

4.1.4 Where the Organization is unable to meet the Customers requirements they will be advised accordingly.

4.1.5 The Organization's products and services are described in a series of fact-sheets which are compiled into a brochure to best suit the customer's likely needs.

4.2 Customer Requirements. (Receipt)

4.2.1 All enquiries, requests for quotations, invitations to tender or orders will be handled by the Senior European Project Manager.

4.2.2 Each enquiry, request for a quotation, invitation to tender or *order* must be identified by the Organization's temporary unique reference number and customer name

4.2.3 The details will be recorded on an Enquiry Form QMF10 and will typically include (appropriate to the order):
a) Customer name, address and telephone number.
b) Details of requirement.
c) Delivery details.
d) Customer contact. (Name, Telephone number)
e) Date of enquiry or order.
f) Customer supplied documents, drawings, specification etc.
g) Supporting services, spares, service contracts etc.
h) Regulations and/or legislation specific to requirements.
i) Any special requirements for product validation or verification.
j) Type of industry organization.

4.3 Customer Requirements. (Review)

4.3.1 When the details of the Customers requirements have been clearly identified, the Organization's ability to carry out the work must be formally reviewed by the Partner receiving the enquiry. This must be based on the documents or other information provided by the Customer or the Organization's own documentation defining the requirements.

4.3.2 The review of the Organization's capability of carrying out the work must address the following:

a) Can the organization carry out the work in accordance with the Customers requirements without any additional resources or changes to the normal Organization operations?
b) Is the Organization a new or existing Customer?
c) Are any additional resources required?
d) Is there a need for additional investigation or research?
e) Is any additional staff training needed?
f) What goods, materials or services need to be obtained from outside suppliers.?
g) Does the work involve any special process not usually carried out by the Organization?
h) Are there any special legal or regulatory requirements? e.g. National standards, health and safety etc.
i) Are any support services required not specifically called for? e.g. spares, maintenance support.
j) Is any specific documentation needed? (Note: Certificates of Conformity for parts supplied can be obtained via the manufacturer but only with prior request)

4.3.3 Where any queries or discrepancies are found during this review process they must be resolved with the Customer by the Partner receiving the enquiry.

4.3.4 Where the enquiry or order is from a new Customer, enquiries may be made via the organization's Factors to establish the customer's financial stability. An advance cash payment or pro-forma invoice may be raised in such cases for emergency orders.

4.3.5 Confirmation that the Organization can meet the Customers requirements will normally be telephoned.

4.4 Communication.

4.4.1 Clear lines of communication must be established and maintained between the Customer and the Organization. This will be by means of telephone, fax, written communication or e-mail.

4.4.2 Quotations will be in writing and will be signed by a Partner to confirm that they have been formally reviewed.

4.4.3 Orders will be dealt with by Administration. They must be checked to ensure that they agree with any quotations or previous agreements. Any differences must be resolved.

4.4.4 Order acknowledgements are not normally sent.

4.4.5 Communication within the organization will be by means of daily meetings and telephone contact.

4.4.6 All communications that could significantly affect the Organization's ability to fulfil the order or contact must be recorded.

4.4.7 Any Customer Complaints must be dealt with in accordance with Procedure PRM09 and PRM10.

4.5 Planning

4.5.1 As part of the process of review of the Customers requirements the Partners must plan how the work is to be carried out to ensure that sufficient resources are available to achieve the specified requirements and quality.

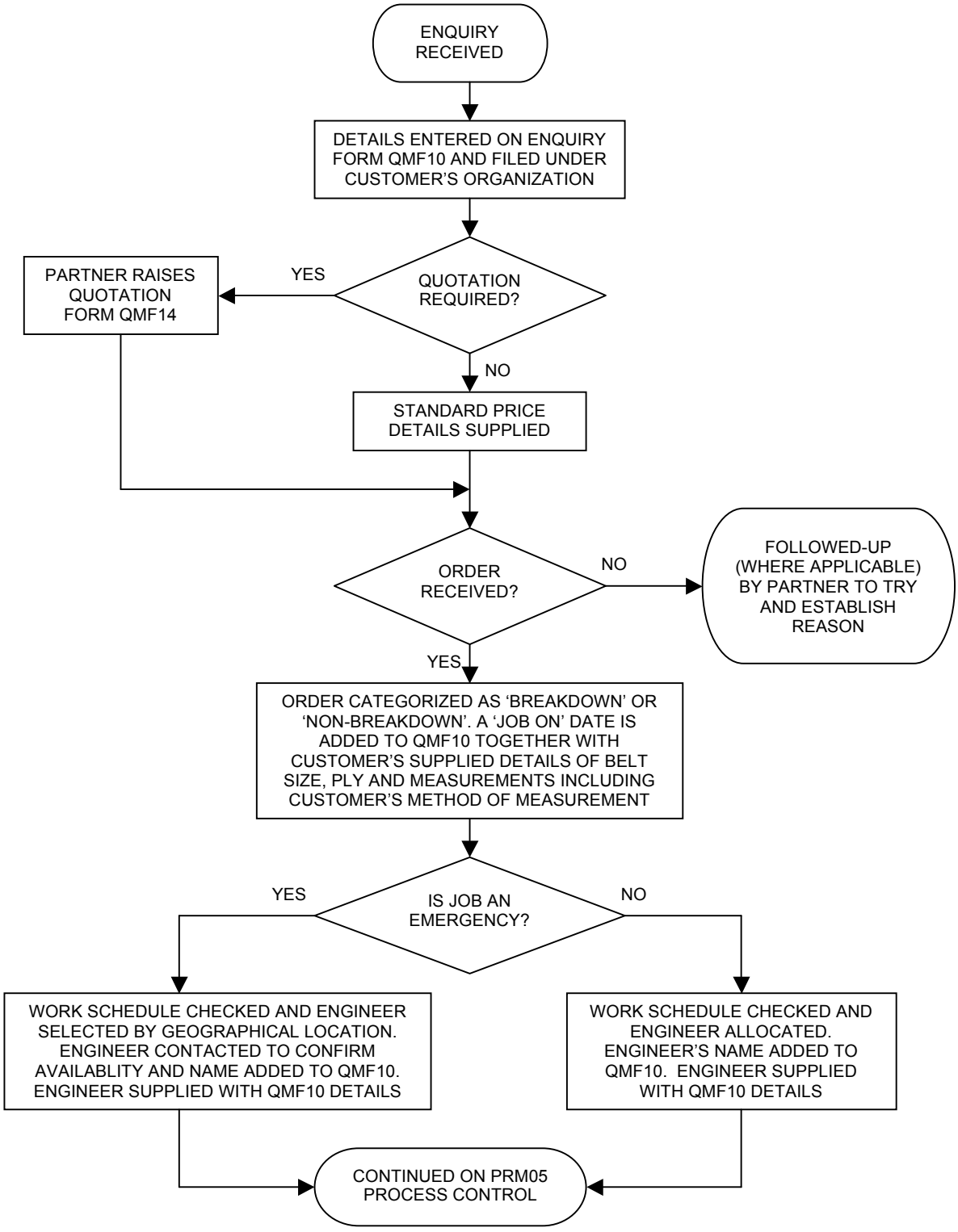
4.5.2 Planning will take into account:

a) The Customers delivery or other critical dates.
b) Any specific product verification or checking requirements.
c) Availability of resources both staff and plant and equipment.

4.5.3 Any longer term planning will be dealt with at the Management Review. The Quality Representative will provide feedback where problems have arisen with a view to improvement in the quality system.

4.5.4 The method of checking or verifying that the product meets the specified requirements will normally be defined by the supplied specifications and/or drawings supplied by the customer.

4.6 CUSTOMER REQUIREMENT – OPERATIONAL FLOWCHART



PROCESS CONTROL (ISO 9001:2008 Clause 7.1, 7.5.1, 7.5.2, 7.5.3, 7.5.4, 7.5.5 and 8.2.4)

1.0 Introduction

It is essential that the work carried out by the Organization is adequately controlled to ensure that it meets the requirements of the Customer. This is achieved by good planning, the provision of adequate resources, properly trained and experienced personnel, clearly defined standards and methods of working and correct monitoring and product verification.

2.0 Scope

The work carried out by the Organization is stockists of brought in goods and materials, and provision of a repair / replacement service.

The scope of this procedure includes:

a) Planning of the work process. (including validation that it is effective)
b) Control of the work process.
c) Validation of the work.
d) Identification and traceability.
e) Customer property.
f) Control of associated activities including handling, packing, storage, preservation and delivery.

3.0 Responsibility

It is the responsibility of a Partner (Operational) to ensure that:

3.1 All work carried out by the Organization is adequately defined and controlled.
3.2 Appropriate instructions are provided and maintained to ensure that the quality of work is satisfactory and these are readily available.
3.3 Standards of workmanship and criteria for acceptance are defined.
3.4 Suitable personnel are assigned for the work process and for product verification and checking activities.
3.5 Adequate resources are provided in the form of personnel, equipment and a suitable working environment.

The following personnel are responsible for product verification activities and the maintenance of the associated records.

Receipt product verification	-	Partner (Operational) x 2
In process product verification	-	Engineer
Final product verification	-	Engineer
Installation and commissioning	-	Engineer

It is the responsibility of all personnel to comply with this procedure and seek guidance from their manager or supervisor where clarification is required.

4.0 Procedure

4.1 General

4.1.1 All work carried out by the Organization must take into account any applicable Health and Safety requirements and statutory legislation. Good standards of housekeeping will be maintained at all times.

4.1.2 All records associated with the work process are kept in accordance with PRM 02 Document Control and Records. Work records are filed under Customer Name.

4.1.3 All personnel carrying out work will be suitably trained and experienced in accordance with PRM 03 Resources.

4.1.4 Measuring equipment will be controlled in accordance with PRM 07 Measuring and Monitoring Equipment.

4.1.5 All equipment will be maintained regularly in accordance with the manufacturers or suppliers instructions.

4.1.6 Process capability will be addresses in accordance with procedure PRM 11 Measurement and Improvement.

4.2 Planning

4.2.1 Work will be planned and controlled by a work schedule logged in the Day Diary and via the Daily Trays (for documentation).

4.2.2 Planning must take into consideration:

a) Inputs and outputs required.
b) Allocation of responsibilities.
c) Resources required.
d) Validation of the process and analysis of any risks.
e) Legal or regulatory requirements.
f) Procurement of goods, materials or services.
g) Procedures, methods and work instructions.
h) Product validation, product verification and other validation processes.
i) Control of changes and modifications.
j) Targets for the completion of the work.
k) Records.
l) Other requirements as appropriate to meet the quality objectives.

4.3 Work Control

4.3.1 The specification of characteristics of the work must be clearly defined by Form QMF10. This will be in the form of customer specifications and/or drawings.

4.3.2 The means of checking and product validation will be in accordance with Section 4.4 of this procedure.

4.3.3 The work will be carried out with plant and equipment specific to the Organization. This will be regularly maintained in accordance with the manufacturers or suppliers instructions.

4.4 Validation/Inspection

4.4.1 The procedure for receipt product verification is detailed in PRM 06. Purchasing.

4.4.2 In-process and final product verification must be carried out in accordance with the specified requirements. This will normally be comparison of the fitted/repaired belting against the customer's specification or the organization's own historical records.

4.4.3 Product verification records will be the QMF11 Worksheet.

4.4.4 Work will not be handed over to the Customer until all product validation and checking is complete and it meets the specified requirements unless a formal concession is agreed by the Customer.

4.4.5 The jointing of belting will be undertaken by the engineer using the appropriate method recommended by the industry/belting manufacturer or British Standards as applicable. The standard of jointing will reflect the engineer's knowledge, experience and skill in the use of the jointing equipment.

4.4.6 Nonconforming work or rejects will be dealt with in accordance with PRM 09 Control of Nonconformance.

4.5 Identification and Traceability

4.5.1 All products and materials delivered to the organization must carry identification from the supplier unless this is obvious by appearance. If there is a specific requirement for traceability this will be maintained throughout the work process.

4.5.2 Work in must be clearly identified at all stages by Customer name.

4.5.3 Product verification status will be shown by tags, associated documents or location.

4.5.4 Where traceability is a specified requirement, the requirements will be made available to the purchasing department who will ensure that purchased items are traceable.

4.5.5 Where unique identification is required the details will be recorded on QMF11.

4.5.5 Goods or materials not meeting the specified requirements will be dealt with in accordance with PRM 09. Control of non-conformance.

4.6 Customer Property

4.6.1 The Customers own products or property, including intellectual property, will be looked after with care whilst on the Organization's premises and during transit to the Customer.

4.6.2 Customers property must be clearly identified by customer name and suitably stored.

4.6.3 The Organization undertakes to advise the Customer of any changes in the condition of the supplied product and to treat it as though it were their own whilst it is their responsibility.

4.7 Associated Activities

4.7.1 Handling.

4.7.1.1 Goods and materials must be handled in a manner that does not cause any damage or deterioration.

4.7.1.2 Where necessary mechanical handling equipment will be used. e.g. For heavy loads.

4.7.1.3 Due consideration will be given to Health and Safety requirements for manual handling or for hazardous goods and materials.

4.7.2 Storage and Preservation.

4.7.2.1 Storage will be within designated areas where conditions are appropriate for the products and materials. For bulk items this will normally be at the organization's depot. A small quantity of materials is also carried by the mobile engineers in the organization's own vehicles.

4.7.2.2 As part of the monthly stock taking procedure, storage conditions, stock turn and obsolescence are noted and reviewed at the Management Review Meeting.

4.7.3 Packing

4.7.3.1 Goods and materials must be packed in a manner that ensures that they are not damaged during storage or transport. Storage areas will be checked periodically to ensure that no changes have occurred that may effect the goods or materials.

4.7.4 Transport and Delivery.

4.7.4.1 Finished products will normally be despatched in the organization's own vehicles.

4.7.4.2 When carriers are used the product will be packed to specifications developed by the trade to ensure safe transit.

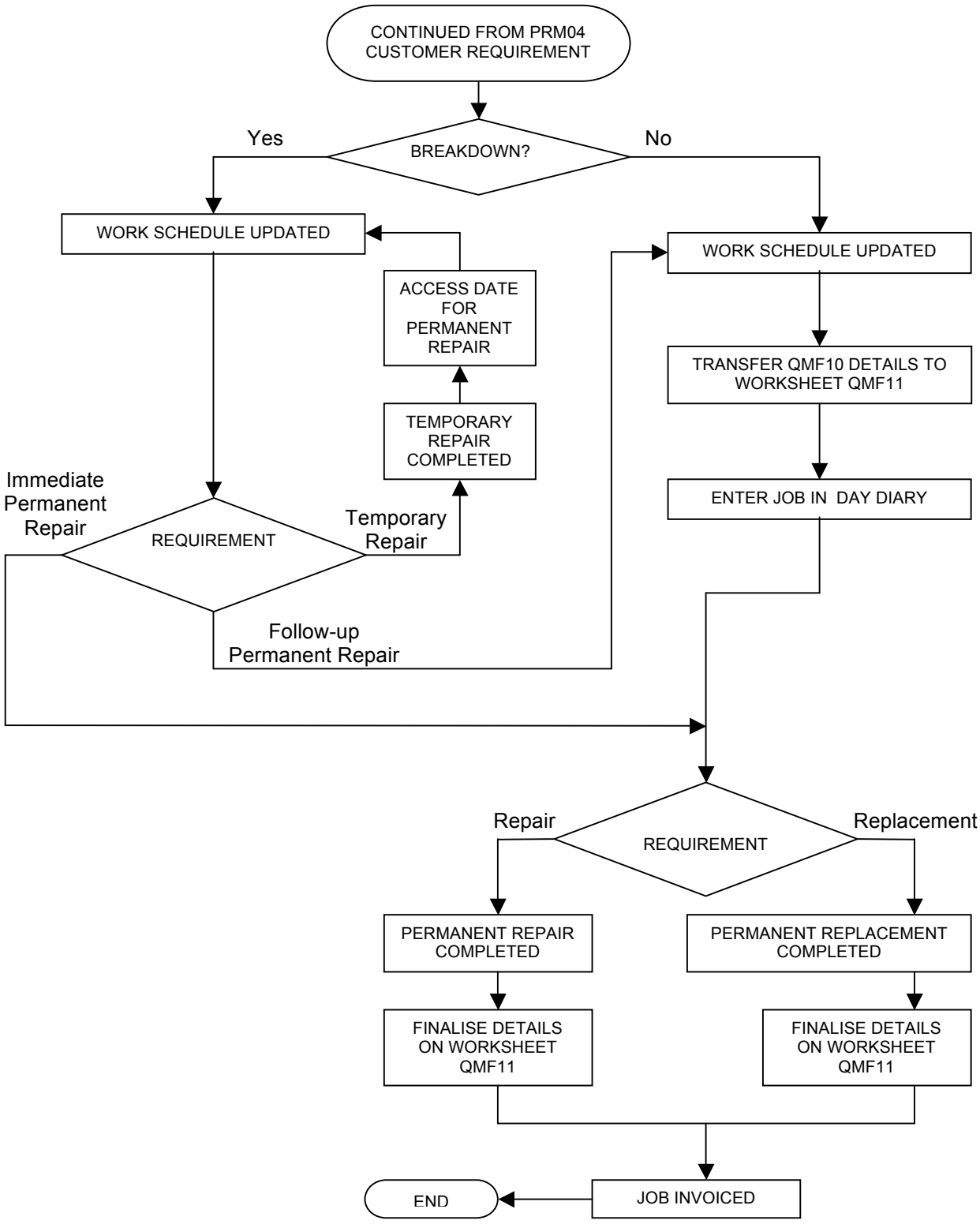
4.7.4.3 Packages and containers will marked to indicate contents and transit care requirements if necessary.

4.7.4.4 Because materials are being delivered and fitted by the organization's own engineers, Delivery Notes will not normally be raised.

4.8 Associated Documents

No associated documents were applicable at the time of first issue of this document.

4.9 Operational Flowchart



PURCHASING (ISO 9001:2008 Clause 7.4.1, 7.4.2 and 7.4.3)

1.0 Introduction

To ensure that the quality of the Organization's products or services is maintained it is essential that brought in products or services are of a high standard. Suppliers will be selected on their ability to consistently meet the Organization's requirements.

2.0 Scope

All purchased products and services used by the Organization fall within the scope of this procedure.

3.0 Responsibility

It is the responsibility of the Partner (Administration) to ensure that:

a) Suppliers are formally assessed to confirm that they can meet the Organization's requirements.
b) The requirements for purchased products or services are clearly defined.
c) Purchased products or services are inspected or checked.

4.0 Procedure

4.1 Supplier Approval

4.1.1 All suppliers of products or services must be reviewed to ensure that they can meet the Organization's requirements. This review will include (as appropriate):

a) Past history and performance.
b) Evaluation of a trial order, samples or activity.
c) Evidence of registration by a recognised authority.
d) On site assessment of their capability and quality system.
e) Comparative test results with the same or similar products.
f) Recommendation or references from other users.
g) 100% product verification of all services/products supplied.
h) Financial viability.

4.1.2 The record of approved suppliers will take the form of a Preferred Suppliers List.

4.1.3 Supplier approval must be reviewed at least once per year. This will be based on their performance when meeting orders placed with them over the previous year. The results of the review will be addressed at the Management Review.

4.1.4 Any problems must be investigated and where they can not be resolved the supplier will no longer be used.

4.2 Purchasing

4.2.1 Items effecting Organization products or services must be purchased from the Preferred Suppliers List.

4.2.2 Purchase orders must clearly define the product or service required. They will address:

a) Product or service required.
b) Any relevant standards or applicable regulations.
c) Delivery requirements.
d) Any documentation to be supplied. e.g. Certificates of conformity.
e) Price and payment details.

4.2.3 Purchase requirements will be detailed on Purchase Orders sent by fax using a fax header. A fax copy goes into the 'Copy Letters Out' file where it stays until the goods and invoice arrive. Fax copies are filed and each fax given a sequential number. All goods inward will be checked against purchase order number.

4.2.4 The supplier is required to supply to the specification, quantity and price as specified on the purchase order.

4.2.5 Purchase orders may be faxed, written or telephoned. Where orders are placed by telephone, the order numbers will be quoted and recorded.

4.3 Verification/Inspection

4.3.1 All goods and services must be checked against the purchase order and where appropriate the delivery note. The purchase order or delivery note will be signed to confirm the product verification.

4.3.2 Any discrepancies will be resolved with the supplier. Any discrepancies must be recorded as part of the supplier assessment process.

4.3.3 Where verification is to be carried out at the supplier's premises, this will be arranged at the time of placing the order. This will not absolve the supplier of their responsibility to provide an acceptable product.

MEASURING AND MONITORING EQUIPMENT (ISO 9001:2008 Clause 7.6)

The company does not own any measuring and monitoring equipment services.

This clause is therefore not applicable

INTERNAL AUDIT (ISO 9001:2008 Clause 8.2.2)

1.0 Introduction

The Organization's quality management system needs to be audited on a systematic basis to ensure that the planned arrangements are being met in practice.

2.0 Scope

This procedure details the method of planning and carrying out the internal audit to check that the Organization's procedures are being followed.

3.0 Responsibility

It is the responsibility of the Quality Representative to ensure that:

a) An internal audit programme is prepared to cover all elements of the quality management system.
b) Suitable personnel are allocated to carry out the internal audits.

It is the responsibility of the Internal Auditor to carry out the audits, identify any non-conformances and follow them up to ensure that they are corrected.

4.0 Procedure

4.1 Planning

4.1.1 An internal audit programme must be prepared covering all elements of the quality management system. (QMF02). The programme will be structured in such a manner as to ensure each procedure is audited at least annually.

4.1.2 Suitably trained auditors must be assigned to carry out the audit of each element of the system. Note that the auditor should be independent of the work or area being audited.

4.1.3 Additional audits may be scheduled where problems or deficiencies have been found.

4.2 Conducting the Audit

4.2.1 The Internal Auditor(s), will carry out the audits in accordance with the programme.

4.2.2 Using the procedure itself as the guide, each element will be checked to ensure that its requirements are being met and that the overall purpose of the procedure is being fulfilled.

4.2.3 Written notes on variances, non-conformance and omissions will be taken (QMF03) and circulated for action to appropriate personnel.

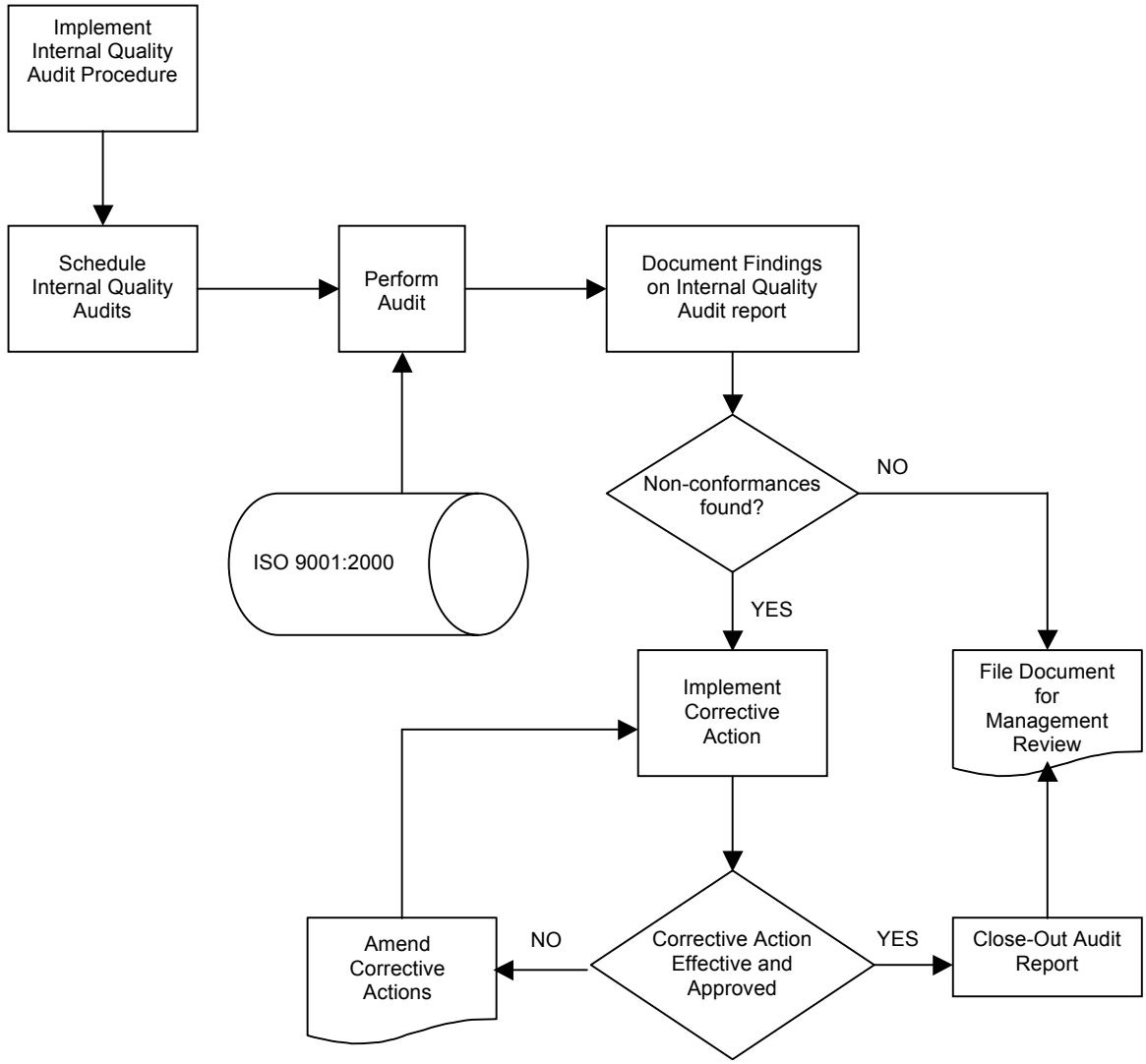
4.2.4 Supplementary notes will be taken of supporting information and records checked. e.g. Job numbers, purchase orders.

4.3 Reporting and Closing Out Non-conformances

4.3.1 The Internal Auditor will be responsible for following up designated actions and for the making of information on incomplete items available to the Management Review Meeting.

4.3.2 If the Internal Auditor believes that any procedure or method of working is not meeting its intended objectives, could be improved or that further information is required, it will be discussed with the appropriate manager and corrective action taken. This will be reported to the Management Review Meeting.

4.4 Internal Quality Audit Flowchart



CONTROL OF NON-CONFORMING PRODUCT (ISO 9001:2008 Clause 8.3)

1.0 Introduction

In the event of defective or substandard work being produced, the nonconforming product or service needs to be identified and corrected to prevent potential customer complaints. The causes need to be reviewed to prevent recurrence, if possible.

2.0 Scope

This procedure addresses non-conforming products and services at all stages in the Organization's work process.

3.0 Responsibility

It is the responsibility of the following personnel to ensure that non-conformances are identified and corrected, the root causes are addressed and the necessary records are maintained.

a) Customer complaints - The Partners
b) Product/service non-conformances - The Engineer
c) Quality system non-conformances - The Quality Representative

4.0 Procedure

4.1 Routine product verification and monitoring at all stages in the work process should be aimed at identifying any non-conforming or defective products or services. All personnel must report non-conformances.

4.2 Non-conformances must be identified by labels, tags, or segregation.

4.3 All non-conforming products or services must be dealt with promptly to prevent the deficiency becoming worse or affecting the Customer.

4.4 The non-conformance will be corrected by the most appropriate and cost effective method e.g. repaired or reworked.

4.5 Non-conformances must be recorded on a Non-Conformance Report (QMF08) together with the action taken to correct them. They must be reviewed to allow identification of the root causes and trends.

4.6 Where concessions are required from the customer, regulatory body or other organization, this will be recorded.

4.7 Where urgent release is requested before full product verification, the delivery documentation must be endorsed accordingly. The items will be clearly identified.

4.8 Where the non-conformance can be traced to a supplier, the stock will be removed from the work area and clearly identified until corrective action is carried out.

4.9 Where non-conformance is identified after the delivery or use, a Partner will investigate the problem and take the action appropriate to the merits of the problem.

CORRECTIVE AND PREVENTIVE ACTION (ISO 9001:2008 Clause 8.5.2 and 8.5.3)

1.0 Introduction

A documented procedure needs to be established and maintained to ensure that faulty products or services are identified and corrected. It is also important that causes of such faults are determined and that action is taken to reduce or eliminate the possibility of a recurrence.

2.0 Scope

This procedure details the method of dealing with corrective and preventive actions in order to correct or prevent non-conformance including customer complaints.

3.0 Responsibility

It is the responsibility of the following personnel to ensure that non-conformances and customer complaints are corrected or prevented from happening.

a) Customer complaints - The Partners
b) Product/service non-conformances - The Engineer
c) Quality system non-conformances - The Quality Representative

4.0 Procedure

4.1 General

4.1.1 When implementing corrective or preventive action, the amount of time and effort will take into account the significance of the problem. The potential impact on the product or service, the process, the customer and on safety will be evaluated.

4.1.2 Sources of information for corrective and preventive action will include customer complaints, non-conformance records, management review and other management system records, internal audits, customer satisfaction records and process measurements.

4.1.3 Corrective and preventive action and customer complaints will be addressed at the Management Review.

4.1.4 Records will be maintained to document the non-conformance or preventive action planned, the corrective or preventive action taken and the confirmation that it was effective.

4.2 Corrective Action

4.2.1 All nonconformances requiring corrective action must be clearly identified.

4.2.2 The root cause of non-conformance must be determined and suitable corrective action will be planned and carried out to eliminate or reduce the cause.

4.2.3 Checks must be carried out to ensure that the corrective action was effective and has eliminated or reduced the risk of the non-conformance occurring again.

4.3 Customer Complaints

4.3.1 On receipt of a customer complaint the details must be recorded on the Customer Complaint form (QMF04). The form will then be allocated a reference and entered to the complaints register. (QMF05)

4.3.2 Customer complaints will be dealt with in the same manner as in section 4.2 above.

4.4 Preventive Action

4.4.1 All potential non-conformances requiring preventive action must be clearly identified.

4.4.2 The preventive action must be planned and carried out to remove or reduce the risk.

4.4.3 Checks must be carried out to ensure that the preventive action was effective and has eliminated or reduced the risk of the potential non-conformance occurring.

MEASUREMENT AND IMPROVEMENT (ISO 9001:2008 Clause 5.2, 8.1, 8.2.1, 8.2.3, 8.4 and 8.5.1)

1.0 Introduction

To ensure that high quality standards are maintained and improved, the Organization monitors the work process to ensure the highest standards of Customer satisfaction. Measurement is aimed at added value and benefit to the Customer and the Organization. This process is Organization wide and involves all personnel.

2.0 Scope

The scope of this procedure includes:

a) Planning and control of all processes.
b) Collection and analysis of data and information.
c) Measurement of customer satisfaction and dissatisfaction.
d) Monitoring and improvement of process capability.
e) Continual improvement.

3.0 Responsibility

It is the responsibility of the Partners to ensure:

a) That procedures and initiatives are put in place to measure the Organization's performance.
b) The quality management system is continually improved.
c) Customer satisfaction is measured and deficiencies addressed.

4.0 Procedure

4.1 General

4.1.1 The measurement and improvement process must be planned in the same way as other activities carried out by the Organization. This will include:

a) Deciding what to address.
b) Setting priorities and objectives.
c) Deciding on the methods to be used.
d) Allocating resources. e.g. Time and personnel.
e) Carrying out the measurements.
f) Analysing the results.
g) Communicating the results to the appropriate personnel or organization's such that it is clearly understood. This will normally be by way of discussion, distributed results and Management Reviews.
h) Implementing the appropriate action.
i) Checking that it was effective.

4.1.2 Other sources of information for the improvement process are covered in:

a) PRM 02Management Review
b) PRM 08 Internal Audit
c) PRM 09 Control of Non-conformance
d) PRM 10 Corrective and Preventive Action

4.1.3 The main discussion point for this process will be the Management Review meeting.

4.2 Collection and analysis of data

4.2.1 In order to measure performance a certain amount of data and information needs to be collected. This will address:

a) Meeting Customer requirements and measurement of Customer satisfaction and dissatisfaction.
b) Performance of suppliers.
c) Assessment of process and product characteristics and trends.
(This may include delivery problems, information on supplier performance, assessment of customer satisfaction and dissatisfaction, data on process and product e.g. downtime, rejects and rework, trends and variations, use of statistical techniques).

4.2.2 The Organization must decide what the data is needed for, any specific methodology to be used and the frequency of collection.

4.2.3 Other sources of information detailed in section 4.1.2 may be used as necessary.

4.2.4 The aim will be to improve the efficiency and performance of the Organization.

4.3 Customer satisfaction and dissatisfaction

4.3.1 Customer satisfaction and dissatisfaction will be measured to ensure that:

a) The product or service has the required characteristics.
b) The price is satisfactory.
c) The delivery process is satisfactory.
d) The Customer feels they are receiving good value for money.

4.3.2 Customer satisfaction and dissatisfaction will be measured by:
Add details specific to the organization taking into account the following:

a) Feedback from customers. Complaints.
b) Feedback from the Customer during sales and ordering activities.
c) Direct communication during the course of business.
d) Market trends.
e) Evaluation of the competition.
f) Questionnaires or surveys.
g) Analysis of repeat orders.
h) Returns and repairs.

4.3.3 The information obtained must be analysed and the appropriate action taken to improve Customer satisfaction or eliminate the reason for dissatisfaction.

4.4 Monitoring the process

4.4.1 The work process must be monitored to ensure that it is effective and to identify areas for improvements or savings. This may typically include Review of new equipment or new processes, monitoring achievement of targets, reduction in costs, etc.

4.5 Planning for continual improvement

4.5.1 The overall quality management system will be improved by:

a) Setting objectives.
b) Monitoring these by means of audits, analysis of corrective and preventive action and customer complaint information.
c) Evaluation of effectiveness of each process.
d) Taking the appropriate corrective action.

4.5.2 The improvement process will be recorded on QMF16 (Objectives and Targets Monitoring) and reviewed and monitored at the Management Review.

4.5.3 New objectives will be set when the current objectives have been achieved.