# Ram Reman Limited
# QUALITY PROCEDURES MANUAL

## BS EN ISO 9001:2015

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# Ram Reman Limited
# QUALITY PROCEDURES MANUAL
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| 1 of 1 | C | Server | Quality Management System Manager |

**Signed:**

**Post:** **Quality Management System Manager**

# REVISION AND AMENDMENT REGISTER

| Date | Page Number | Procedure Number | Revision Details | Issue Number |
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# Ram Reman Limited
# QUALITY PROCEDURES MANUAL

# INDEX

# INDEX (CONTINUED)

# INTRODUCTION

This Quality Procedures Manual is the means by which RAM REMAN LIMITED meets and where possible exceeds the requirements and expectations of our customers.

We are obliged to ensure that our Quality Policy is fully and completely understood by our employees, and that our procedures are implemented and maintained at all times. This Quality Procedures Manual is written in accordance with the requirements of ISO 9001:2015. All of the components of our Quality Management System will be periodically and systematically reviewed by both internal and external Quality Audit procedures.

The Quality Manager, appointed by top management, is responsible for the control of all matters relating to the implementation of these procedures.

The assurance of quality is fundamental to all of the activities undertaken by RAM REMAN LIMITED. All personnel at every level in the Organisation's structure shall practise the procedures established and reflected in this Quality Procedures Manual.

Our quality management system adopts a system process approach with an emphasis on risk based thinking. In this way, we can ensure that we deal with potential problems proactively with the intention of mitigating issues before they occur.

# TERMS AND DEFINITIONS

For the purposes of this document, the terms and definitions given in Annex SL and ISO 9000 apply:

An **Interested Party** is defined as a person or organisation that can affect, be affected by, or perceive themselves to be affected by a decision or activity.

**Top Management** is a person or group of people who direct, and control, an organisation at the highest level.

**Objective** is a result to be achieved.

**Risk** is the effect of uncertainty.

**Documented Information** is information required to be controlled and maintained by an organisation and the medium on which it is contained.

**Process** is a set of interrelated or interacting activities which transforms inputs into outputs.

**Performance** is a measurable result in relation to the management of activities, processes, products and services, systems or organisations.

**Outsource** is to make an arrangement for an external person or organisation to perform part of a function or process.

**Monitoring** is to determine the status of a system, a process or an activity.

**Measurement** is the process to determine a value.

**Correction** is the action taken to eliminate a nonconformity.

**Corrective Action** is the action taken to eliminate the cause of a nonconformity.

**Continual Improvement** is a recurring activity to enhance performance.

# 4 - CONTEXT OF THE ORGANISATION

| 4.1 | Understanding the organisation and its context |
|---|---|
| Summary of requirements | We must determine the external and internal factors, relevant to our purpose and strategic direction, which affect our ability to achieve the intended result(s) of the Quality Management System.<br><br>We must monitor and review the information about these external and internal issues. |

| | STATEMENT/PROCEDURE |
|---|---|
| 1. | As part of the implementation of this Quality Management System, top management has considered the internal and external issues relevant to our organisation and that affect our strategic direction. |
| 2. | We have documented these issues into our Scope Document (Refer Document Register - Scope Document). |
| 3. | Issues that could be considered are:-<br>• Staff<br>• Customers<br>• Products and services<br>• Legal and regulatory requirements<br>• Plant, equipment and machinery<br>• Resources<br>• Environment<br>• Operational sites<br><br>This list is not exhaustive and any issue of an internal or external nature that could or does affect our Quality Management System will be considered. |
| 4. | Changes or additions to our external and internal issues will be reviewed as part of our management review. |
| 5. | We will monitor and review this information as part of the management review process. |

# 4 - CONTEXT OF THE ORGANISATION

| 4.2 | Understanding the needs and expectations of interested parties |
|---|---|
| Summary of Requirements | We must determine:<br>a) who our interested parties are and<br>b) the requirements of those interested parties that are relevant to the quality management system.<br><br>We must monitor and review information about these interested parties and their relevant requirements. |

| | STATEMENT/PROCEDURE |
|---|---|
| 1. | As part of the implementation of this Quality Management System, we have considered the interested parties that are relevant to our organisation. |
| 2. | We have documented the effect that these interested parties have on our ability to consistently provide the products and services that we offer to ensure that we meet customer, legal and regulatory requirements. |
| 3. | This information is contained within our Scope Document (Refer Document Register - Scope Document) and Master Risk Register (Refer Document Register – Master Risk Register Document). This is regularly reviewed at least annually or as and when changes occur. |
| 4. | The information we hold on our interested parties is reviewed as part of the management review process. |

# 4 - CONTEXT OF THE ORGANISATION

| 4.3 | **Determining the scope of the quality management system** |
|---|---|
| Summary of Requirements | We are required to determine the boundaries and applicability of our quality management system to establish its scope.<br><br>We must consider the following when determining the scope:<br>a) the external and internal issues referred to in 4.1;<br>b) the requirements of relevant interested parties referred to in 4.2;<br>c) the products and services that we provide.<br><br>We must apply all of the requirements of ISO 9001 if they are applicable within the determined scope of our quality management system.<br><br>Our scope must be documented and must state the types of products and services covered, as well as providing justification for the exclusion of any requirement of the ISO 9001 Standard that we determine is not applicable to the scope of our quality management system.<br><br>Justification for any exclusion may only be claimed if the requirements determined as not being applicable do not affect our ability or responsibility to ensure the conformity of our products and services and the enhancement of customer satisfaction. |

| | **STATEMENT/PROCEDURE** |
|---|---|
| 1. | The scope of our Quality Management System takes into account the internal and external issues we have previously identified as well as the requirements of interested parties and of the products and services that we provide. |
| 2. | Our scope document makes reference to the exclusions of any requirement of the ISO 9001 Standard, where applicable. Justification for the exclusion of these clauses has also been documented. |

# 4 - CONTEXT OF THE ORGANISATION

| 4.4 | **Quality Management System and its processes** |
|---|---|
| Summary of Requirements | We must establish, implement, maintain and continually improve our quality management system, including the processes needed and their interactions, in accordance with the requirements of the ISO 9001 Standard.<br><br>The processes required to maintain our quality management system must be defined and:<br>a) determine the inputs required and the outputs expected from these processes;<br>b) determine the sequence and interaction of these processes;<br>c) determine and apply the criteria and methods (including monitoring, measurements and related performance indicators) needed to ensure the effective operation and control of these processes;<br>d) determine the resources needed for these processes and ensure their availability;<br>e) assign the responsibilities and authorities for these processes;<br>f) address the risks and opportunities as determined in accordance with the requirements of 6.1;<br>g) evaluate these processes and implement any changes needed to ensure that these processes achieve their intended results;<br>h) improve the processes and the quality management system.<br><br>To the extent necessary, we must:<br>a) maintain documented information to support the operation of our processes;<br>b) retain documented information to have confidence that the processes are being carried out as planned. |

| | **STATEMENT/PROCEDURE** |
|---|---|
| 1. | The processes required to effectively implement this quality management system have been defined as part of our Process Flowchart (Refer Document Register - Process Flowchart). This chart demonstrates the sequence and interaction of these processes. |
| 2. | Processes are further defined as part of the Process Overview Sheets which break down each process into its required inputs, outputs, resource requirement and control methods (including performance measurement). |

| 4.4 | Quality management system and its processes (Continued) |
|---|---|

| | STATEMENT/PROCEDURE |
|---|---|
| 3. | In order to support the operation of these processes we have further documented procedures, work instructions, job descriptions,operational records as well as this Quality Procedures Manual. |
| 4. | The risks and opportunities that apply to each process are recorded on the Master Risk Register (Refer Document Register – Master Risk Register Document). |
| 5. | Responsibility and authority for each process is defined within individual employee job descriptions and our documented procedures. |
| 6. | The evaluation of the quality management system processes takes place as part of the management review described in section 9.3 of this quality procedure manual. During the management review improvements will be identified and recorded as part of the meeting minutes. |

# 5 - LEADERSHIP

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|---|---|
| **5.1** | **Leadership and Commitment** |
| **5.1.1** | **General** |
| Summary of Requirements | Top management must demonstrate leadership and commitment with respect to the quality management system by:<br>a) taking accountability for the effectiveness of our quality management system;<br>b) ensuring that the quality policy and quality objectives are established for the quality management system and are compatible with the context and strategic direction of the organisation;<br>c) ensuring the integration of the quality management system requirements into the organisation's business processes;<br>d) promoting the use of the process approach and risk-based thinking;<br>e) ensuring that the resources needed for the quality management system are available;<br>f) communicating the importance of effective quality management and of conforming to the quality management system requirements;<br>g) ensuring that the quality management system achieves its intended results;<br>h) engaging, directing and supporting persons to contribute to the effectiveness of the quality management system;<br>i) promoting improvement;<br>j) supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility. |

| | **STATEMENT/PROCEDURE** |
|---|---|
| 1. | Top management take ultimate responsibility for the implementation and effectiveness of our quality management system. |
| 2. | We have established a Quality Policy (Refer Document Register – Quality Policy) and Quality Objectives (Refer Document Register - Quality Objectives) that are compatible with the context of our organisation and its strategic direction. |
| 3. | The system described in this manual and its supporting documented information integrates into our business processes and promotes risk based thinking. |

# 5 - LEADERSHIP

| | |
|---|---|
| **5.1** | **Leadership and Commitment** |
| **5.1.1** | **General (Continued)** |

| | **STATEMENT/PROCEDURE** |
|---|---|
| 4. | We have ensured that the resources required for the quality management system are available and the need for additional resources are identified and discussed as part of the management review process. |
| 5. | As part of the implementation of this quality management system and as part of the induction process for new employees we have communicated the importance of the effectiveness of our system. This process also encourages our employees to actively engage in the operation of our processes to identify opportunities for improvement. |
| 6. | We will constantly monitor the performance of our quality management system as part of the management review process to ensure that we achieve our intended results. |

# Ram Reman Limited
# QUALITY PROCEDURES MANUAL
# 5 - LEADERSHIP

| | |
|---|---|
| **5.1** | **Leadership and Commitment** |
| **5.1.2** | **Customer focus** |
| Summary of Requirements | Top management must demonstrate leadership and commitment with respect to customer focus by ensuring that:<br>a) customer and applicable legal and regulatory requirements are determined, understood and consistently met;<br>b) the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed;<br>c) the focus on enhancing customer satisfaction is maintained. |

| | **STATEMENT/PROCEDURE** |
|---|---|

| | |
|---|---|
| 1. | Customer focus is ensured by the implementation of the contract review processes set out in Section 8.2, (Requirements for products and services). We will ensure that customer, legal and regulatory requirements are defined and met during product and service provision. |
| 2. | Risks and opportunities have been identified and are documented on the Master Risk Register (Refer Document Register - Master Risk Register). |
| 3. | We will focus on maintaining customer satisfaction through the implementation of procedures documented under section 9.1.2 of this Quality Procedures Manual. |

# 5 - LEADERSHIP

| 5.2 | **Quality Policy** |
|---|---|
| Summary of Requirements | Top management must establish, implement and maintain a quality policy that:<br>a) is appropriate to the purpose and context of the organisation and supports its strategic direction;<br>b) provides a framework for setting quality objectives;<br>c) includes a commitment to satisfy applicable requirements;<br>d) includes a commitment to continual improvement of the quality management system.<br><br>The quality policy must:<br>a) be available and be maintained as documented information;<br>b) be communicated, understood and applied within the organisation;<br>c) be available to relevant interested parties, as appropriate. |

| | **STATEMENT/PROCEDURE** |
|---|---|
| 1. | Our Quality Policy (Refer Document Register - Quality Policy Document) has been established and meets the requirements of the ISO 9001 Standard as stated above. |
| 2. | Our Quality Policy has been communicated to all employees and we have documented confirmation (signature to confirm receipt of induction pack) of their understanding of it. |
| 3. | Our Quality Policy is displayed on the notice boards, and on the company server so that it is available for any interested parties to view should they wish to do so and to promote our commitment to quality. |

# 5 - LEADERSHIP

| 5.3 | **Organisational roles, responsibilities and authorities** |
|---|---|
| Summary of Requirements | Top management must ensure that the responsibilities and authorities for relevant roles are assigned, communicated and understood within the organisation.<br><br>Top management must assign the responsibility and authority for:<br>a) ensuring that the quality management system conforms to the requirements of this International Standard;<br>b) ensuring that the processes are delivering their intended outputs;<br>c) reporting on the performance of the quality management system and on opportunities for improvement (see 10.1), in particular to top management;<br>d) ensuring the promotion of customer focus throughout the organisation;<br>e) ensuring that the integrity of the quality management system is maintained when changes to the quality management system are planned and implemented. |

| | **STATEMENT/PROCEDURE** |
|---|---|
| 1. | The roles and responsibilities for individual job roles are defined and communicated upon commencement of employment. |
| 2. | Top level roles and responsibilities are defined on our Company Organisation Chart (Refer Document Register - Company Organisation Chart). |
| 3. | We have assigned a Quality Manager who is responsible for ensuring that the quality management system conforms to the requirements of the ISO 9001 Standard, that the processes are delivering their intended outputs, that the reporting on the performance of the quality management system and on opportunities for improvement, ensuring the promotion of customer focus and ensuring that the integrity of the quality management system is maintained when changes to the quality management system are planned and implemented. |

# 6 - PLANNING

| 6.1 | Actions to address risks and opportunities |
|---|---|
| Summary of Requirements | As part of the planning for our quality management system, we must consider the issues referred to in 4.1 and the requirements referred to in 4.2 and determine the risks and opportunities that need to be addressed to:<br>a) give assurance that the quality management system can achieve its intended result(s);<br>b) enhance desirable effects;<br>c) prevent, or reduce, undesired effects;<br>d) achieve improvement.<br><br>We must then plan:<br>a) actions to address these risks and opportunities;<br>b) how to:<br>1) integrate and implement the actions into our quality management system processes (see 4.4);<br>2) evaluate the effectiveness of these actions.<br><br>The actions taken to address risks and opportunities must be proportionate to the potential impact on the conformity of products and services. |

| | STATEMENT/PROCEDURE |
|---|---|
| 1. | We have produced a Master Risk Register (Refer Document Register - Master Risk Register) that takes into account our internal and external issues as well as the interested parties to the business. |
| 2. | The Master Risk Register identifies the nature of the risk and whether any opportunities have arisen as a result of the handling of it. |
| 3. | Risk is categorised based on its magnitude and impact to us and our quality management system. |
| 4. | Where necessary, actions required in order to reduce the effects of risk or enhance an opportunity is documented. |
| 5. | The responsibilities and authorities for the ownership of the risk is documented on the Master Risk Register. |

| 6.1 | Actions to address risks and opportunities |
|---|---|

| | STATEMENT/PROCEDURE |
|---|---|
| 6. | Where possible we will eliminate risk. If this is not achievable we will mitigate risk to an acceptable level or else top management will make a decision as part of the management review process as to whether the risk is acceptable. |
| 7. | We will evaluate the effectiveness of any actions taken to address risk and opportunities as part of the management review process. This evaluation is based on monitoring and measurement activities. |
| 8. | Our Master Risk Register will be reviewed at least annually or more frequently in the event of a change to our quality management system. |

# 6 - PLANNING

| 6.2 | **Quality objectives and planning to achieve them** |
|---|---|
| Summary of Requirements | We must establish quality objectives at relevant functions, levels and processes as required for the quality management system to meet its intended outcomes.<br><br>Our quality objectives will:<br>a) be consistent with the quality policy;<br>b) be measurable;<br>c) take into account applicable requirements;<br>d) be relevant to conformity of products and services and to enhancement of customer satisfaction;<br>e) be monitored;<br>f) be communicated;<br>g) be updated as appropriate.<br><br>We will maintain documented information on the quality objectives.<br><br>When planning how to achieve our quality objectives, we will determine:<br>a) what will be done;<br>b) what resources will be required;<br>c) who will be responsible;<br>d) when it will be completed;<br>e) how the results will be evaluated. |

| | **STATEMENT/PROCEDURE** |
|---|---|
| 1. | As part of our management review process, and taking into account our management system processes, we have established and documented Quality Objectives (Refer Document Register - Quality Objectives Document). |
| 2. | Our Quality Objectives will be discussed and communicated to all staff who will be informed of their role in achieving these objectives. |
| 3. | Our performance against the documented Quality Objectives will be monitored as part of the management review process. |
| 4. | Our Quality Objectives will be reviewed at least annually and will take into account any changes to our quality management system. |

| 6.3 | **Planning of changes** |
|---|---|
| Summary of Requirements | When we determine the need for changes to our quality management system, the changes must be carried out in a planned manner.<br><br>We must consider:<br>a) the purpose of the changes and their potential consequences;<br>b) the integrity of the quality management system;<br>c) the availability of resources;<br>d) the allocation or reallocation of responsibilities and authorities. |

| | **STATEMENT/PROCEDURE** |
|---|---|
| 1. | Any changes to our business that affect our quality management system in any way will be discussed as part of the management review process. |
| 2. | The changes will be assessed for risk and the Master Risk Register (Refer Document Register - Master Risk Register) will be updated if necessary. |
| 3. | As a result of change we will assess whether the following have been affected:-<br>• Our internal and external issues<br>• Our interested parties<br>• Risks and opportunities<br>• Quality objectives<br>• Roles, responsibilities and authorities<br>• Resource requirements |
| 4. | The management review process will determine and provide the resource required and the allocation of responsibilities and authorities for the changes and the actions required to manage them. |
| 5. | The actions carried out to address the changes will be reviewed to ensure that they were effective. This review will take place as part of the management review process. |

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|---|---|
| **7.1** | **Resources** |
| **7.1.1** | **General** |
| Summary of Requirements | We must determine and provide the resources needed for the establishment, implementation, maintenance and continual improvement of the quality management system.<br><br>We will consider:<br>a) the capabilities of, and constraints on, existing internal resources;<br>b) what needs to be obtained from external providers. |

| | **STATEMENT/PROCEDURE** |
|---|---|
| 1. | As part of our process analysis we have determined the internal and external resources required in order for it to operate effectively and efficiently. |
| 2. | Where we can, we will utilise the resources already available to us and add to them as required. |
| 3. | We have documented these resource requirements into our Resources Process Overview Sheet (Refer Document Register – Resource Process Overview Sheet). |
| 4. | Resource requirements will be reviewed at least annually, or as required in the event of changes, as part of the management review process. |

# 7 - SUPPORT

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|---|---|
| **7.1** | **Resources (continued)** |
| **7.1.2** | **People** |
| Summary of Requirements | We must determine and provide the persons necessary for the effective implementation of our quality management system and for the operation and control of our processes. |

| | **STATEMENT/PROCEDURE** |
|---|---|
| 1. | We have appointed a designated Quality Manager as shown on the Company Organisation Chart (Refer Document Register - Company Organisation Chart), who is responsible for the day to day implementation of the quality management system. |
| 2. | We have appointed a person, as shown on the Company Organisational Chart, to carry out the role of internal audit. |
| 3. | We have also determined and provided the people required for the implementation, monitoring and measurement of the processes within our quality management system. |
| 4. | Monitoring of the level of people required to implement the quality management system will take place as part of the management review process. |

# 7 - SUPPORT

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|---|---|
| **7.1** | **Resources (continued)** |
| **7.1.3** | **Infrastructure** |
| Summary of Requirements | We will determine, provide and maintain the infrastructure necessary for the operation of our processes and to achieve conformity of our products and services.<br><br>Infrastructure includes, as applicable:<br>a) buildings and associated utilities;<br>b) equipment, including hardware and software;<br>c) transportation resources;<br>d) information and communication technology. |

| | **STATEMENT/PROCEDURE** |
|---|---|
| 1. | Our office and site buildings are serviced with the required utilities in order to facilitate hygiene, communication and comfort. The performance of utilities is monitored as part of the management review process. |
| 2. | Building maintenance is carried out by internal and external resources as and when required to maintain the integrity of the workplace. |
| 3. | Checks are carried out on the workplace to ensure that it is adequate and safe in order to carry out the processes of the quality management system. |
| 4. | All of our equipment is checked on a regular basis to ensure that it is fit for purpose. Any person(s) checking our equipment will be competent to do so. |
| 5. | All computer hardware and software is supported externally by a suitably competent person(s). External support is managed by way of a service agreement. |
| 6. | We manage our own transportation resources. All vehicles owned or operated by any member of staff will be serviced in line with the manufacturer's guidelines and records made available for inspection. |

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|---|---|
| **7.1** | **Resources (continued)** |
| **7.1.3** | **Infrastructure (continued)** |

| | **STATEMENT/PROCEDURE** |
|---|---|
| 7. | Monthly checks are carried out on all vehicles and records retained for inspection. |
| 8. | Employees are supplied with IT and communication equipment required in order to report and liaise with the head office. |
| 9. | Electrical equipment is PAT tested in order to ensure that it is safe for use. |
| 10. | PPE will be issued to all staff as required. They will sign their acceptance of receipt of the PPE and their understanding of its required use. |
| 11. | Spill kits are available at the point where they are most likely to occur and members of staff trained to utilise them as required. |
| 12. | First aid kits and fire-fighting equipment is available at points throughout our organisation where they are most likely to be needed. |

# 7 - SUPPORT

| | |
|---|---|
| **7.1** | **Resources (continued)** |
| **7.1.4** | **Environment for the operation of processes** |
| Summary of Requirements | We must determine, provide and maintain the environment necessary for the operation of our processes and to achieve conformity of products and services.<br><br>A suitable environment can be a combination of human and physical factors, such as:<br>a) social (e.g. non-discriminatory, calm, non-confrontational);<br>b) psychological (e.g. stress-reducing, burnout prevention, emotionally protective);<br>c) physical (e.g. temperature, heat, humidity, light, airflow, hygiene, noise). |

| | **STATEMENT/PROCEDURE** |
|---|---|
| 1. | We operate a non-discriminatory policy to ensure that all members of staff or people operating on behalf of our company will never be unfairly discriminated against. |
| 2. | Our directors / top management adopt an open-door policy to ensure that any problems can be aired and solved to the agreement of all parties. |
| 3. | We abide by the current government advice on the maximum weekly working hours to ensure that our staff remain fully capable and focussed. |
| 4. | Temperature control is maintained to ensure that the office, fitting shop and Machine shop is comfortable in order to carry out the processes. |
| 5. | The light is controlled to ensure that the working environment is adequate. |
| 6. | Risk assessments have been compiled and communicated to all staff as appropriate for the office and site based activities. |
| 7. | Noise levels are limited during night hours. Deliveries will only be accepted during the day to limit disruption to the local community. |
| 8. | Cleaning resources are available to all staff as appropriate to need. |
| 9. | Working conditions are monitored and maintained as required to ensure safe work. |

# 7 - SUPPORT

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|---|---|
| **7.1** | **Resources (continued)** |
| **7.1.5** | **Monitoring and measuring resources** |
| **7.1.5.1** | **General** |
| Summary of Requirements | We will determine and provide the resources needed to ensure valid and reliable results when monitoring or measuring is used to verify that our products and services meet their requirements.<br><br>We will provide the resources and ensure that they:<br>a) are suitable for the specific type of monitoring and measurement activities being undertaken;<br>b) are maintained to ensure their continuing fitness for their purpose.<br><br>We will retain appropriate documented information as evidence of fitness for purpose of the monitoring and measurement resources. |

| | **STATEMENT/PROCEDURE** |
|---|---|
| 1. | We do not utilise any measuring equipment that requires measurement traceability and therefore this clause is not applicable to our quality management system and is excluded as a result. |

| | |
|---|---|
| **7.1** | **Resources (continued)** |
| **7.1.5** | **Monitoring and measuring resources** |
| **7.1.5.2** | **Measurement traceability** |
| Summary of Requirements | Where measurement traceability is a requirement, or is considered an essential part of providing confidence in the validity of measurement results, the measuring equipment must be:<br>a) calibrated or verified, or both, at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards; when no such standards exist, the basis used for calibration or verification is to be retained as documented information;<br>b) identified in order to determine their status;<br>c) safeguarded from adjustments, damage or deterioration that would invalidate the calibration status and subsequent measurement results.<br><br>We must determine if the validity of previous measurement results has been adversely affected when measuring equipment is found to be unfit for its intended purpose, and then take appropriate action as necessary. |

| | **STATEMENT/PROCEDURE** |
|---|---|
| 1. | We do not utilise any measuring equipment that requires measurement traceability and therefore this clause is not applicable to our quality management system and is excluded as a result. |

| | |
|---|---|
| **7.1** | **Resources (continued)** |
| **7.1.6** | **Organisational knowledge** |
| Summary of Requirements | We must determine the knowledge necessary for the operation of our processes and to achieve conformity of products and services.<br><br>This knowledge is to be maintained and made available to the extent necessary.<br><br>When addressing changing needs and trends, we will consider our current knowledge and determine how to acquire or access any necessary additional knowledge and required updates. |

| | **STATEMENT/PROCEDURE** |
|---|---|
| 1. | We will capture knowledge gathered from areas including, but not limited to:-<br>• Intellectual property<br>• Experience<br>• Lessons learned<br>• Undocumented knowledge and experience<br>• Results of process improvement<br>• Products and services<br>• Professional sources<br>• Seminars and conferences<br>• Industry best practices / guidance<br>• Suppliers<br>• Customers |
| 2. | This information will be retained as documented information to pass on to the rest of the company for use in the development of processes, procedures, products and services. |

| 7.2 | **Competence** |
|---|---|
| Summary of Requirements | We must:<br>a) determine the necessary competence of person(s) doing work under our control that affects the performance and effectiveness of our quality management system;<br>b) ensure that these persons are competent on the basis of appropriate education, training, or experience;<br>c) where applicable, take actions to acquire the necessary competence, and evaluate the effectiveness of the actions taken;<br>d) retain appropriate documented information as evidence of competence. |

| | **STATEMENT/PROCEDURE** |
|---|---|
| 1. | We have identified the necessary competence required to manage and implement the processes as part of the Training Process Overview Sheets (Refer Document Register – Training Process Overview Sheets), and as part of the employees Job Descriptions. |
| 2. | All members of staff are employed on the basis of adequate education, training or experience. Evidence of this will be retained in their training files. |
| 3. | Where further competence is to be attained the methods by which the members of staff will achieve this will be recorded and actioned as required. |
| 4. | Competence levels will be monitored by way of continual informal assessment. Where competency levels are found to be lacking or in decline then corrective action is to be defined and implemented. |
| 5. | All records relating to competency will be retained and summarised on the staff Training and Competency Records (Refer Document Register - Staff Training and Competency Record). |
| 6. | Company competency levels will be documented onto a Company Competency Matrix (Refer Document Register - Company Competency Matrix). |

| 7.3 | **Awareness** |
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| Summary of Requirements | We will ensure that any persons doing work under our control are aware of:<br>a) the quality policy;<br>b) relevant quality objectives;<br>c) their contribution to the effectiveness of the quality management system, including the benefits of improved performance;<br>d) the implications of not conforming with the quality management system requirements. |

| | **STATEMENT/PROCEDURE** |
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| 1. | All current employees and sub-contractors will be introduced to our Quality Policy and Quality Objectives relevant to their roles within the quality management system as part of its establishment. |
| 2. | All new employees and sub-contractors will be introduced to the Quality Policy and Quality Objectives relevant to their role as part of the staff induction process. |
| 3. | All employees and sub-contractors will be made aware of their contribution towards the quality management system and the implications of not conforming to our requirements. |

| 7.4 | Communication |
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| Summary of Requirements | We will determine which internal and external communications are relevant to our quality management system, and will decide:<br>a) on what we will communicate;<br>b) when to communicate;<br>c) with whom to communicate;<br>d) how to communicate;<br>e) who communicates. |

| | STATEMENT/PROCEDURE |
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| 1. | Communication can be received from one or more of the following means:-<br>• Legal / regulatory bodies<br>• Customers<br>• Suppliers<br>• Industry journals<br>• Social media (Forums, blogs, twitter, linkedin etc)<br>• Academic bodies<br>• Research and development bodies<br>• Non-Governmental Organisation's<br>• Training providers |
| 2. | Any received communication will be subject either to an immediate informal, or formal analysis as part of the management review process. |
| 3. | The decision on what to communicate will be made, or delegated by, top management. |
| 4. | Upon confirmation of the decision and when, with whom and how to communicate, actions will be addressed to do so and records retained as evidence. |
| 5. | All communications are recorded as necessary. |

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| **7.5** | **Documented information** |
| **7.5.1** | **General** |
| Summary of Requirements | Our quality management system will include:<br>a) documented information required by this International Standard;<br>b) documented information determined by the organisation as being necessary for the effectiveness of the quality management system. |

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| | **STATEMENT/PROCEDURE** |

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| 1. | The following documented information will be included into our quality management system:-<br>• Legal and regulatory requirements<br>• Quality Procedures Manual<br>• Master Risk Register<br>• Scope document<br>• Quality Policy<br>• Quality Objectives<br>• Process Map and Process Overview sheets<br>• Staff Training Records and Staff Competency Matrix<br>• Communication Records Log<br>• Management Review records<br>• Internal Audit records<br>• Non-conformance Reports<br>• Product and service design records<br>• Customer requirement records<br>• Supplier approval records<br>• Risk assessments and method statements (RAMS)<br>• Operational procedures<br>• Work Instructions<br>• Test records |

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| **7.5** | **Documented information (continued)** |
| **7.5.2** | **Creating and updating** |
| Summary of Requirements | When creating and updating our documents and records, we must ensure appropriate:<br>a) identification and description (e.g. a title, date, author, or reference number);<br>b) format (e.g. language, software version, graphics) and media (e.g. paper, electronic);<br>c) review and approval for suitability and adequacy. |

| | **STATEMENT/PROCEDURE** |
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| 1. | All documents referenced above have been entered into the Document Register (Refer Document Register - Document Register). |
| 2. | It is the responsibility of the Quality Manager to allocate a unique reference number to each document on this list. |
| 3. | The unique number and issue date of the document is displayed on that document for reference purposes. |
| 4. | All system based documents are controlled through the software packages in which they are utilised and therefore they do not require entry into the Document Register. |
| 5. | Each document entered into the Document Register is subject to an initial review and periodically (at least once annually) to ensure that it is still fit for purpose. This review could be more frequent should the need arise, eg when changes to the quality management system take place. |

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| **7.5** | **Documented information (continued)** |
| **7.5.3** | **Control of documented information** |
| Summary of Requirements | Documented information required by the quality management system and by the ISO 9001 Standard must be controlled to ensure:<br>a) it is available and suitable for use, where and when it is needed;<br>b) it is adequately protected (e.g. from loss of confidentiality, improper use, or loss of integrity).<br><br>For the control of documented information, we will address the following activities, as applicable:<br>a) distribution, access, retrieval and use;<br>b) storage and preservation, including preservation of legibility;<br>c) control of changes (e.g. version control);<br>d) retention and disposal.<br><br>Documented information of external origin that we determine to be necessary for the planning and operation of our quality management system, will be identified as appropriate, and be controlled.<br><br>We will also retain and protect from alteration, any documented information, held as evidence of conformity. |

| | **STATEMENT/PROCEDURE** |
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| 1. | All documents will be available where and when they are needed to be utilised. The location of each document will be recorded on the Document Register (Refer Document Register - Document Register). |
| 2. | All electronic documents will be saved securely and backed up to an offsite location. |
| 3. | All available electronic documents will be saved as a PDF for general access with edit rights available to the document owner only, or to users as required to fulfil their responsibilities. |

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| **7.5** | **Documented information (continued)** |
| **7.5.3** | **Control of documented information** |

| | **STATEMENT/PROCEDURE** |
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| 4. | All hard copy documents are securely filed and stored in the location where they are to be utilised and will be stored in appropriately labelled document folders. |
| 5. | Changes to documents and updates to the issue number and redistribution will only be made by the Quality Manager. |
| 6. | When changes are made to a document it will result in the Issue Number being updated to the next sequential number. |
| 7. | Changes to records are strictly prohibited unless there is evidence to support the proposed alterations. |
| 8. | All records generated as part of the implementation of our quality management system will be retained for a minimum of 12 months or as required by legal, regulatory, customer or any other requirements. The period of retention is documented on the Document Register. |
| 9. | Obsolete electronic documents and records will be retained in an Archive folder and stored in order to facilitate retrieval if required but to prevent the unintended use. |
| 10. | Documented information that originates from external sources, and that we deem necessary in order to manage our quality management system, will be controlled in the same way and is recorded in the Document Register. |

| 8.1 | **Operational planning and control** |
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| Summary of Requirements | We commit to plan, implement and control our processes in order to meet the requirements for the provision of our products and services, and to implement the actions determined as part of our risk analysis, by:<br>a) determining the requirements for the products and services;<br>b) establishing criteria for:<br>1) the processes;<br>2) the acceptance of products and services;<br>c) determining the resources needed to achieve conformity to the product and service requirements;<br>d) implementing control of the processes in accordance with the criteria;<br>e) determining and keeping documented information to the extent necessary:<br>1) to have confidence that the processes have been carried out as planned;<br>2) to demonstrate the conformity of products and services to their requirements.<br><br>The result of this planning will be suitable for our operations.<br><br>We will control planned changes and review the consequences of unintended changes, taking action to mitigate any adverse effects, as necessary.<br><br>All of our outsourced processes will be controlled. |

| | **STATEMENT/PROCEDURE** |
|---|---|
| 1. | Our processes have been planned and documented on our Planning Process Overview Sheets (Refer Document Register – Planning Process Overview Sheets), taking into account all aspects identified in clauses 4 and 6 of this quality procedures manual. This includes any outsourced processes. |
| 2. | Control methods and responsibility for maintaining those methods are documented on the Planning Process Overview Sheets. |
| 3. | Process control will be evidenced through the establishment of documented information as required. |
| 4. | The results of our planning will enable us to effectively establish, implement, control and monitor our processes. |

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| **8.2** | **Requirements for products and services** |
| **8.2.1** | **Customer communication** |
| Summary of Requirements | Communication with customers will include:<br>a) providing information relating to products and services;<br>b) handling enquiries, contracts or orders, including changes;<br>c) obtaining customer feedback relating to products and services, including customer complaints;<br>d) handling or controlling customer property;<br>e) establishing specific requirements for contingency actions, when relevant. |

| | **STATEMENT/PROCEDURE** |
|---|---|
| 1. | Communication with our customers will primarily be made via email, letter or other format that will provide evidence of the communication. |
| 2. | Where verbal communication has been made, and could impact on our quality of our product and service, it will be confirmed in writing via any applicable media (Eg email, letter etc) |
| 3. | All customer order requirements and any information relating to it will be confirmed with the customer prior to any work commencing. |
| 4. | Any changes to the original customer order or contracted services will be communicated to the customer and where necessary internally. |
| 5. | If specified by the customer we will continually communicate with them on the progress of the job and any contingency actions as appropriate. |

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| **8.2** | **Requirements for products and services** |
| **8.2.2** | **Determining the requirements related to products and services** |
| Summary of Requirements | When determining the requirements for the products and services to be offered to our customers, we will ensure that:<br>a) the requirements for the products and services are defined, including:<br>1) any applicable legal and regulatory requirements;<br>2) those that we consider necessary;<br>b) we can meet the claims for the products and services we offer. |

| | **STATEMENT/PROCEDURE** |
|---|---|
| 1. | Upon receipt of an enquiry from a customer we will check it to ensure that we have enough information to review the requirements and ensure that we can meet them. |
| 2. | Where necessary we will request further information from the client in order to fully define their requirements. |
| 3. | We will ensure that where there is a legal or regulatory requirement, it is fully defined and understood in order to be able to review our capability to meet them. |
| 4. | All other order criteria will be confirmed in writing. |
| 5. | Once we have enough information to make an informed decision as to whether we can meet customer requirements the review of requirements can take place. |

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| **8.2** | **Requirements for products and services** |
| **8.2.3** | **Review of requirements related to products and services** |
| Summary of Requirements | We will ensure that we have the ability to meet the requirements for products and services to be offered to our customers. We will conduct a review before committing to supply products and services to a customer, to include:<br>a) requirements specified by the customer, including the requirements for delivery and post-delivery activities;<br>b) requirements not stated by the customer, but necessary for the specified or intended use, when known;<br>c) requirements specified by the customer or by us;<br>d) legal and regulatory requirements applicable to the products and services;<br>e) contract or order requirements differing from those previously expressed.<br><br>We will ensure that contract or order requirements differing from those previously defined are resolved.<br><br>Customer requirements will be confirmed by us prior to acceptance, when the customer does not provide a documented statement of their requirements.<br><br>NB: In some situations, such as internet sales, a formal review is impractical for each order. Instead, the review can cover relevant product information, such as catalogues or advertising material.<br><br>We will retain documented information, as applicable:<br>a) on the results of the review;<br>b) on any new requirements for the products and services. |

| | **STATEMENT/PROCEDURE** |
|---|---|
| 1. | Once we have confirmed customer requirements we will carry out a review to ensure that we can meet those requirements before issuing a Sales order confirmation, which acts as the confirmation of this review taking place. |
| 2. | Work planning schedules will be consulted to ensure that we have the available manpower and capacity required in order to meet customer requirements within the required timescales. |

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| **8.2** | **Requirements for products and services** |
| **8.2.3** | **Review of requirements related to products and services (continued)** |

| | **STATEMENT/PROCEDURE** |
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| 3. | We will also check the availability of resources required to meet customer requirements. This includes skill levels and outsourced processes such as subcontracting and logistics. |
| 4. | The review will also ensure that we have the capability to meet all legal and regulatory obligations either stated by the customer or known by us to be a requirement. |
| 5. | Post-delivery activities will also be reviewed to ensure we can meet those requirements. |
| 6. | Where we have identified differing requirements as a result of our review we will contact the customer to explain those requirements and how it will impact on their original specification. |
| 7. | In the absence of a formal, documented statement of requirement from the customer we will always confirm, in writing, the full specification of the product and service to be delivered to the customer. |
| 8. | Work may only proceed without written confirmation upon authorisation from a director / manager. This must be followed up by retrospective issue of written documentation to confirm the requirements to be delivered. |
| 9. | Where sales are made through our website, we will ensure that all of the details of the product and service are made available on the product and service specification. |

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| **8.2** | **Requirements for products and services** |
| **8.2.3** | **Review of requirements related to products and services (continued)** |

| | **STATEMENT/PROCEDURE** |
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| 10. | Documented information will be available to confirm the review. This could include, but is not limited to the following:-<br>• Meeting minutes<br>• Email trails<br>• Planning schedules<br>• Product specification<br>• Delivery schedules<br>• Tender application<br>• Order acknowledgement<br>• Quotation<br>• Terms and Conditions |

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| **8.2** | **Requirements for products and services** |
| **8.2.4** | **Changes to requirements for products and services** |
| Summary of Requirements | We will ensure that relevant documented information is amended, and that relevant persons are made aware of the changed requirements, where product and service requirements are changed. |

| | **STATEMENT/PROCEDURE** |
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| 1. | Where any changes occur with respect to product or service requirements then written confirmation must be issued to or from the customer, where applicable. |
| 2. | Information will be cascaded through to all appropriate staff to ensure that changes are communicated and understood and any other products or services affected by the change are retained until the change has been actioned. |
| 3. | If the change involves a supplier or sub-contractor they will be notified in writing accordingly and asked to confirm their understanding of the change. |

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| **8.3** | **Design and development of products and services** |
| **8.3.1** | **General** |
| Summary of Requirements | We will establish, implement and maintain a design and development process that is appropriate to ensure the subsequent provision of our products and services. |

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| | **STATEMENT/PROCEDURE** |

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| 1. | We have established and documented our product and service design process on the Design and Development Process Overview Sheet (Refer Document Register Design and Development Process Overview Sheets). |
| 2. | Design and development is an integral aspect of the service that we provide and is therefore a managed process that enables us to meet customer requirements. |
| 3. | Whenever we develop a new product and service we will utilise the resources and controls documented in the Design and Development Process Overview Sheet. |
| 4. | This process will be reviewed to ensure that it is fit for purpose as part of the general document review process or as required. |

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| **8.3** | **Design and development of products and services (continued)** |
| **8.3.2** | **Design and development planning** |
| Summary of Requirements | In determining the stages and controls for design and development, we will consider:<br>a) the nature, duration and complexity of the design and development activities;<br>b) the required process stages, including applicable design and development reviews;<br>c) the required design and development verification and validation activities;<br>d) the responsibilities and authorities involved in the design and development process;<br>e) the internal and external resource needs for the design and development of products and services;<br>f) the need to control interfaces between persons involved in the design and development process;<br>g) the need for involvement of customers and users in the design and development process;<br>h) the requirements for subsequent provision of products and services;<br>i) the level of control expected for the design and development process by customers and other relevant interested parties;<br>j) the documented information needed to demonstrate that design and development requirements have been met. |

| | **STATEMENT/PROCEDURE** |
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| 1. | We will plan our design and development process in a structured in order to ensure that we meet all requirements of the product and service and its intended application. |
| 2. | The design and development planning process is carried out by the Quality Manager with the assistance and input from other internal and external parties, as required. |
| 3. | The design and development requirements are documented on the Product and Service Design Sheet (Refer Document Register – Product and Service Design sheet) under the planning section. |

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| **8.3** | **Design and development of products and services (continued)** |
| **8.3.3** | **Design and development inputs** |
| Summary of Requirements | We will determine the requirements essential for the specific types of products and services to be designed and developed and consider:<br>a) functional and performance requirements;<br>b) information derived from previous similar design and development activities;<br>c) legal and regulatory requirements;<br>d) standards or codes of practice that we are committed to implement;<br>e) potential consequences of failure due to the nature of the products and services.<br><br>Inputs will be adequate for design and development purposes, complete and unambiguous and conflicting design and development inputs will be resolved.<br><br>We will retain documented information on design and development inputs. |

| | **STATEMENT/PROCEDURE** |
|---|---|
| 1. | Design and development inputs will consider the following:-<br>• Legal / regulatory requirements<br>• Customer requirements<br>• Functional and performance requirements<br>• Applicable standards or codes of practice<br>• Consequences of failure or the product and service |
| 2. | These inputs will be documented onto the Product and Service Design Sheet (Refer Document Register Product and Service Design Sheet) |
| 3. | Inputs may be updated as a result of design and development changes. These changes will be recorded and added to the Product and Service Design Sheet. |

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| **8.3** | **Design and development of products and services (continued)** |
| **8.3.4** | **Design and development controls** |
| Summary of Requirements | We will apply controls to the design and development process to ensure that:<br>a) the results to be achieved are defined;<br>b) reviews are conducted to evaluate the ability of the results of design and development to meet requirements;<br>c) verification activities are conducted to ensure that the design and development outputs meet the input requirements;<br>d) validation activities are conducted to ensure that the resulting products and services meet the requirements for the specified application or intended use;<br>e) any necessary actions are taken on problems determined during the reviews, or verification and validation activities;<br>f) documented information of these activities is retained. |

| | **STATEMENT/PROCEDURE** |
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| 1. | The following control activities are documented and monitored on the Product and Service Design Sheet (Refer Document Register Product and Service Design Sheet) and our design team meeting minutes and cover the following:-<br>• Results to be achieved from the design process<br>• Design reviews (including progress and further action required)<br>• Verification activities<br>• Validation activities |
| 2. | Further documented information may be utilised to provide evidence of verification that the design process meets the input requirements of the process. |
| 3. | Validation activities will also take place to ensure that the final product and service design is sufficient in order to meet the requirements for its intended application or use. |

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| **8.3** | **Design and development of products and services (continued)** |
| **8.3.5** | **Design and development outputs** |
| Summary of Requirements | We will ensure that our design and development outputs:<br>a) meet the input requirements;<br>b) are adequate for the subsequent processes for the provision of products and services;<br>c) include or reference monitoring and measuring requirements, as appropriate, and acceptance criteria;<br>d) specify the characteristics of the products and services that are essential for their intended purpose and their safe and proper provision.<br><br>We will retain documented information on design and development outputs. |

| | **STATEMENT/PROCEDURE** |
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| 1. | The design and development process is finalised by ensuring that the outputs meet the input requirements. This is confirmed in the Outputs section of the Product and Service Design Sheet (Refer Document Register Product and Service Design Sheet). |
| 2. | The outputs must also ensure that we can carry out the service provision and production process and that the correct information is available to all interested parties. |
| 3. | Monitoring and measurement requirements must also be available and could be in the form of a drawings, work instruction, check list, etc. |
| 4. | Where certain characteristics of the product and service are essential we have recorded them in the Design Team Meeting minutes, and on the outputs section of the Product and service Design Sheet These could include:-<br>• Staff competency levels<br>• Equipment performance levels<br>• Quality requirements<br>• Material specification<br>• Handling and health and safety requirements |

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| **8.3** | **Design and development of products and services (continued)** |
| **8.3.6** | **Design and development changes** |
| Summary of Requirements | We will identify, review and control changes made during, or subsequent to, the design and development of products and services, to the extent necessary to ensure that there is no adverse impact on conformity to requirements.<br><br>We will retain documented information on:<br>a) design and development changes;<br>b) the results of reviews;<br>c) the authorisation of the changes;<br>d) the actions taken to prevent adverse impacts. |

| | **STATEMENT/PROCEDURE** |
|---|---|
| 1. | Changes to the design and development of a product and service will take place as a result of reviews carried out and in agreement with all parties to the process. |
| 2. | Any changes to the design and development process will be documented on the Product and Service Design Sheet (Refer Document Register Product and Service Design Sheet), as part of any Design Team Meeting Minutes, or within a Drawing Register. |
| 3. | Where changes are made, the version in the header will be changed to the next sequential number. All previous electronic versions will be stored in an Archive folder for reference if required and everybody involved with the design process will be issued with the new version of the design. Hard copies will be recalled and disposed of accordingly. |

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| **8.4** | **Control of externally provided processes, products and services** |
| **8.4.1** | **General** |
| Summary of Requirements | We must ensure that our externally provided processes, products and services conform to requirements.<br><br>We must determine the controls to be applied to externally provided processes, products and services when:<br>a) products and services from external providers are intended for incorporation into our own products and services;<br>b) products and services are provided directly to the customer(s) by external providers on our behalf;<br>c) a process, or part of a process, is provided by an external provider as a result of our decision.<br><br>We shall determine and apply criteria for the evaluation, selection, monitoring of performance, and re-evaluation of external providers, based on their ability to provide processes or products and services in accordance with requirements. We must retain documented information of these activities and any necessary actions arising from the evaluations. |

| | **STATEMENT/PROCEDURE** |
|---|---|
| 1. | All externally provided processes, products and services are controlled through our operational procedures. |
| 2. | The suppliers of outsourced processes, products and services will be subject to approval criteria. These criteria will be defined on the Supplier Approval Record (Refer Document Register - Supplier Approval Record). |
| 3. | Any actions required to obtain approval against the documented criteria will be carried out prior to utilising them. Use of unapproved suppliers for quality critical processes, products or services will only take place as a result of written authorisation from top management based on an informed decision of the risk associated with using them without formal approval. |
| 4. | All approved suppliers will be placed into the Approved Supplier List (Refer Document Register - Approved Supplier List). |

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| **8.4** | **Control of externally provided processes, products and services (continued)** |
| **8.4.2** | **Type and extent of control** |
| Summary of Requirements | We will ensure that externally provided processes, products and services do not adversely affect our ability to consistently deliver conforming products and services to our customers.<br><br>We will:<br>a) ensure that externally provided processes remain within the control of our quality management system;<br>b) define both the controls that we intend to apply to an external provider and those we intend to apply to the resulting output;<br>c) take into consideration:<br>1) the potential impact of the externally provided processes, products and services on our ability to consistently meet customer and applicable legal and regulatory requirements;<br>2) the effectiveness of the controls applied by the external provider;<br>d) determine the verification, or other activities, necessary to ensure that the externally provided processes, products and services meet requirements. |

| | **STATEMENT/PROCEDURE** |
|---|---|
| 1. | All externally provided processes, products and services are controlled through our operational procedures and as stated on the Supplier Approval Record (Refer Document Register - Supplier Approval Record). |
| 2. | Control and monitoring methods will be reviewed as part of the management review process or more frequently based on the criticality and previous history of the product and service provision. |
| 3. | Where control procedures and monitoring and measurement identify areas for concern or non-conformance then the impact of the issue will determine the continued use of that provider. A record of any actions including communication to all interested parties will be retained. |

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| **8.4** | **Control of externally provided processes, products and services (continued)** |
| **8.4.3** | **Information for external providers** |
| Summary of Requirements | We will ensure the adequacy of requirements prior to their communication to the external provider.<br><br>We will communicate our requirements to external providers for:<br>a) the processes, products and services to be provided;<br>b) the approval of:<br>1) products and services;<br>2) methods, processes and equipment;<br>3) the release of products and services;<br>c) competence, including any required qualification of persons;<br>d) the external providers' interactions with us;<br>e) their control and monitoring of performance to be applied by us;<br>f) verification or validation activities that we, or our customers, intend to perform at their premises. |

| | **STATEMENT/PROCEDURE** |
|---|---|
| 1. | We will ensure that we define the requirements related to the product or service that we are procuring based on the requirements specified in the Purchasing Process Overview Sheet (Refer Document Register – Purchasing Process Overview Sheet), or by specific customer requirements. |
| 2. | A detailed email Purchase Order, will be issued to the supplier or sub-contractor to confirm the exact specification of the items we wish to procure which take into account the all or some of the requirements contained within the "Summary of Requirements" above. |

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| **8.5** | **Production and service provision** |
| **8.5.1** | **Control of production and service provision** |
| Summary of Requirements | We will implement production and service provision under controlled conditions, which will include as applicable:<br>a) the availability of documented information that defines:<br>1) the characteristics of the products to be produced, the services to be provided, or the activities to be performed;<br>2) the results to be achieved;<br>b) the availability and use of suitable monitoring and measuring resources;<br>c) the implementation of monitoring and measurement activities at appropriate stages to verify that criteria for control of processes or outputs, and acceptance criteria for products and services, have been met;<br>d) the use of suitable infrastructure and environment for the operation of processes;<br>e) the appointment of competent persons, including any required qualification;<br>f) the validation, and periodic revalidation, of the ability to achieve planned results of the processes for production and service provision, where the resulting output cannot be verified by subsequent monitoring or measurement;<br>g) the implementation of actions to prevent human error;<br>h) the implementation of release, delivery and post-delivery activities. |

| | **STATEMENT/PROCEDURE** |
|---|---|
| 1. | We have in place, documented information that reflects the exact specification of our product and service. This specification can be used as a reference point to determine the requirements that must be fulfilled. |
| 2. | All of the required control conditions for each process within the organisation will be determined and implemented in line with the Production Process Overview Sheets (Refer Document Register - Production Process Overview Sheet) and their supporting procedures, measurements, documents and records. |

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| **8.5** | **Production and service provision (continued)** |
| **8.5.2** | **Identification and traceability** |
| Summary of Requirements | We will use suitable means to identify outputs when it is necessary to ensure the conformity of products and services and will identify the status of outputs with respect to monitoring and measurement requirements throughout production and service provision.<br><br>The unique identification of outputs will also be controlled when traceability is a requirement, and shall retain the documented information necessary to enable traceability. |

| | **STATEMENT/PROCEDURE** |
|---|---|
| 1. | The status of the outputs of our processes will be controlled throughout the production and service provision process in line with planned arrangements in clause 8.1. |
| 2. | The status of all service provision will be clearly defined to ensure we know exactly what we have completed and what is left to be fulfilled. |
| 3. | All component parts used in the production processes will be clearly identified in their designated storage areas. |

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| **8.5** | **Production and service provision (continued)** |
| **8.5.3** | **Property belonging to customers or external providers** |
| Summary of Requirements | We will exercise care with property belonging to our customers or external providers while it is under our control or being used by us.<br><br>We will identify, verify, protect and safeguard our customers' or external providers' property provided for use or incorporation into the products and services.<br><br>When the property of a customer or external provider is lost, damaged or otherwise found to be unsuitable for use, we will report this to the customer or external provider and retain documented information on what has occurred.<br><br>NB: A customer's or external provider's property can include material, components, tools and equipment, premises, intellectual property and personal data. |

| | **STATEMENT/PROCEDURE** |
|---|---|
| 1. | Customer and supplier details will be stored securely on our internal software and accounts packages and will not be released to any third party without prior permission from the customer or supplier. |
| 2. | Should there be a breach of our IT systems and customer or supplier data has been compromised then they will be informed immediately of the breach and its possible repercussions. |
| 3. | Physical property provided to us from the customer or supplier will be clearly labelled and stored in order to protect it and facilitate its retrieval if required. |
| 4. | If the customer or supplier property is to be used in the final product and service that we provide then we will verify its suitability to do so. If it is not suitable we will contact the customer or supplier immediately to confirm that this is the case and discuss a contingency. |
| 5. | If customer or supplier property has been lost or damaged whilst in our custody we will immediately inform the customer or supplier and instigate the non-conformance procedure and implement appropriate corrective action. |

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| **8.5** | **Production and service provision (continued)** |
| **8.5.4** | **Preservation** |
| Summary of Requirements | We will preserve our products and services during production and service provision, to the extent necessary to ensure conformity to requirements.<br><br>NB: Preservation can include identification, handling, contamination control, packaging, storage, transmission or transportation, and protection. |

| | **STATEMENT/PROCEDURE** |
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| 1. | Our product will be packed and labelled as required, including instructions for use, where appropriate. |
| 2. | All handling will be carried out in line with safe procedures and all members of staff carrying out these activities will be suitably trained to do so. |
| 3. | Our control procedures will include the prevention of contamination of the product during production. |
| 4. | The packaging we use will be in line with the current Waste Packaging Regulations and sufficient in order to protect the product during processing and delivery. |
| 5. | Where the product and its component parts are stored by us, we shall ensure this is done so in an area where its integrity cannot be compromised. |
| 6. | Where required, packaging will be labelled to provide instruction to the carriers for the safe transportation of the product to the customer. |
| 7. | Any transmission of data or information will be sent through a secure method and to an agreed destination email address. Adequate firewalls and anti-virus software will be utilised to monitor all incoming and outgoing files. Where necessary we will also encrypt / password protect files in line with the level of confidentiality required. |

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| **8.5** | **Production and service provision (continued)** |
| **8.5.5** | **Post-delivery activities** |
| Summary of Requirements | We will meet requirements for post-delivery activities associated with our products and services.<br><br>In determining the extent of post-delivery activities that are required, we will consider:<br>a) legal and regulatory requirements;<br>b) the potential undesired consequences associated with our products and services;<br>c) the nature, use and intended lifetime of our products and services;<br>d) customer requirements;<br>e) customer feedback. |

| | **STATEMENT/PROCEDURE** |
|---|---|
| 1. | We will instruct the end user on how to avoid damage to the product or within its intended application during use. |
| 2. | Warranty conditions and instructions for claim will be clear and concise. |
| 3. | We will obtain customer feedback as defined during the planning process in clause 8.1 and all feedback will be monitored in line with clause 9.1.2. |

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| **8.5** | **Production and service provision (continued)** |
| **8.5.6** | **Control of changes** |
| Summary of Requirements | We will review and control changes for production or service provision, to the extent necessary to ensure continuing conformity with requirements.<br><br>We will retain documented information describing the results of the review of changes, the person(s) authorising the change, and any necessary actions arising from the review. |

| | **STATEMENT/PROCEDURE** |
|---|---|
| 1. | Where changes arise with regard to the production and service provision, we will ensure that these changes are communicated to all interested parties prior to their implementation. |
| 2. | The impact of the changes will be reviewed based on the feedback from interested parties. This feedback can be retained by way of email, meetings, letters, reports etc. |
| 3. | Once a review has taken place and it is confirmed that conformity to all requirements can be maintained, then the changes will be authorised by the appointed authority internally and also, if required, by the customer or other legal or regulatory body. |
| 4. | Actions must then be implemented in line with the authorised arrangements. |

| 8.6 | **Release of products and services** |
|---|---|
| Summary of Requirements | We will implement planned arrangements, at appropriate stages, to verify that the product and service requirements have been met.<br><br>The release of product and service to the customer will not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, as applicable, by the customer.<br><br>We will retain documented information on the release of products and services which will include:<br>a) evidence of conformity with the acceptance criteria;<br>b) traceability to the person(s) authorising the release. |

| | **STATEMENT/PROCEDURE** |
|---|---|
| 1. | Service provision will be confirmed as complete and meeting customer requirements by the collection of the goods by the customer or their representative (Courier). |

| 8.7 | **Control of nonconforming outputs** |
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| Summary of Requirements | We will ensure that any results from a process that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery.<br><br>We will take appropriate action based on the nature of the nonconformity and its effect on the conformity of products and services. This will apply to nonconforming products and services detected during or after the provision of goods or services.<br><br>We will deal with nonconforming results in one or more of the following ways:<br>a) correction;<br>b) segregation, containment, return or suspension of provision of products and services;<br>c) informing the customer;<br>d) obtaining authorisation for acceptance under concession.<br><br>We will verify conformity to requirements when nonconforming results are corrected.<br><br>We will retain documented information that:<br>a) describes the nonconformity;<br>b) describes the actions taken;<br>c) describes any concessions obtained;<br>d) identifies the authority deciding the action in respect of the nonconformity. |

| | **STATEMENT/PROCEDURE** |
|---|---|
| 1. | Where we have identified a non-conforming product, we will immediately segregate and label it to ensure that it is not used as part of any other process or released to the customer. |
| 2. | The nature of the identified non-conformance will be communicated to a person with the authority to deal with the item. |
| 3. | Where we have identified a non-conforming service, we will assess the nature and severity of the non-conformance and make an informed decision as to whether we must stop the service immediately or continue under concession. This decision must be made by an appropriate authority and, where applicable by the customer. |

| 8.7 | Control of nonconforming outputs |
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| | STATEMENT/PROCEDURE |
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| 4. | A Non-conformance Report (Refer Master Doc Register Non-conformance Report) will be filled out to describe the nature of the non-conformance. |
| 5. | An immediate decision will be made as to how we will deal with the non-conformance and this decision will be recorded on the Non-Conformance Report. |
| 6. | Where the action required is to correct the non-conformance then we will verify the results and confirm that they now meet requirements. |
| 7. | Any concessions received as a result of the non-conformance will be recorded on the Non-Conformance Report. |
| 8. | A signature is required on the Non-Conformance Report to confirm the identity of the person implementing any actions and, if different, the identity of the person authorising those actions. |

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| **9.1** | **Monitoring, measurement, analysis and evaluation** |
| **9.1.1** | **General** |
| Summary of Requirements | We will determine:<br>a) what needs to be monitored and measured;<br>b) the methods for monitoring, measurement, analysis and evaluation needed to ensure valid results;<br>c) when the monitoring and measuring will be performed;<br>d) when the results from monitoring and measurement will be analysed and evaluated.<br><br>We will evaluate the performance and the effectiveness of the quality management system and retain appropriate documented information as evidence of the results. |

| | **STATEMENT/PROCEDURE** |
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| 1. | Our Quality Monitoring and Measuring Process Overview Sheets (Refer Document Register – Quality Monitoring and Measuring Process Overview Sheet) define the requirements for the monitoring and measurement of each of our processes. |
| 2. | The monitoring and measurement of our processes will be varied dependent upon the methods defined within the Quality Monitoring and Measuring Process Overview Sheets. |
| 3. | Performance evaluation will take place as part of the management review process. Process performance will be measured against our documented Quality Objectives and against the intended results of those processes. |
| 4. | Performance evaluation will enable us to make informed decisions with respect to the continual improvement of our quality management system. |

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| **9.1** | **Monitoring, measurement, analysis and evaluation** |
| **9.1.2** | **Customer satisfaction** |
| Summary of Requirements | We will monitor our customers' perceptions of how well we have met their needs and expectations. We will determine the most suitable methods for obtaining, monitoring and reviewing this information. |

| | **STATEMENT/PROCEDURE** |
|---|---|
| 1. | Perceived levels of customer satisfaction will be obtained by one or more of the following methods:-<br>• Email correspondence<br>• Non-conformance analysis<br>• Compliments and recommendations |
| 2. | Customer feedback and perceived levels of satisfaction will be monitored and reviewed as part of the management review process. |
| 3. | Where a review of negative feedback is carried, out and it is deemed warranted, we will instigate the non-conformance process. |

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| **9.1** | **Monitoring, measurement, analysis and evaluation** |
| **9.1.3** | **Analysis and evaluation** |
| Summary of Requirements | We will analyse and evaluate appropriate data and information arising from monitoring and measurement.<br><br>The results of analysis shall be used to evaluate:<br>a) conformity of products and services;<br>b) the degree of customer satisfaction;<br>c) the performance and effectiveness of the quality management system;<br>d) if planning has been implemented effectively;<br>e) the effectiveness of actions taken to address risks and opportunities;<br>f) the performance of external providers;<br>g) the need for improvements to the quality management system. |

| | **STATEMENT/PROCEDURE** |
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| 1. | As a result of the monitoring and measurement carried out in line with the Customer Satisfaction Process Overview Sheets (Refer Document Register - Customer Satisfaction Process Overview Sheet), we will take the data and present it in a format that can be interpreted and presented for evaluation. This format could include:-<br>• Charts<br>• Graphs<br>• Tables<br>• Reports<br>• Meeting minutes<br>• Check sheets |
| 2. | Evaluation will take place as part of the management review process and will enable an informed decision-making process. |

| 9.2 | **Internal audit** |
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| Summary of Requirements | We will conduct internal audits at planned intervals to provide information on whether our quality management system:<br>a) conforms to:<br>1) our own requirements for our quality management system;<br>2) the requirements of the ISO 9001 Standard;<br>b) is effectively implemented and maintained.<br><br>We will:<br>a) plan, establish, implement and maintain an audit programme(s) including the frequency, methods, responsibilities, planning requirements and reporting, which shall take into consideration the importance of the processes concerned, changes affecting our organisation, and the results of previous audits;<br>b) define the audit criteria and scope for each audit;<br>c) select auditors and conduct audits to ensure objectivity and the impartiality of the audit process;<br>d) ensure that the results of the audits are reported to relevant management;<br>e) take appropriate correction and corrective actions without undue delay;<br>f) retain documented information as evidence of the implementation of the audit programme and the audit results. |

| | **STATEMENT/PROCEDURE** |
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| 1. | An Internal Audit Schedule (Refer Document Register - Internal Audit Schedule) has been established to confirm the audits that are to be carried out to check that our quality management system meets the ISO 9001 and our requirements. |
| 2. | The Internal Audit Schedule describes the process to be audited, the identity of the auditor, the clauses relative the ISO 9001 Standard that will be covered and the month in which the audit will take place. |
| 3. | The Internal Audit Schedule can be amended in the event of changes to the quality management system or when deficient areas were identified during previous audits. |
| 4. | For every audit we will establish an Internal Audit Checklist (Refer Document Register - Internal Audit Checklist) which will describe what we want to check, how we want to check it and who we want to check it with. |

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| **9.2** | **Internal audit** |

| | **STATEMENT/PROCEDURE** |
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| 5. | Auditors will be selected to ensure that they do not audit their own work. |
| 6. | The audit results and findings will be recorded on the Internal Audit Checklist. |
| 7. | Where actions are required to rectify any findings, they will be recorded on a Non-Conformance Report (Refer Document Register - Non-Conformance Report). The unique reference number of that report will be recorded and the report attached to the Internal Audit Checklist for reference. |
| 8. | Any corrections and corrective actions (if applicable) that are to be implemented will be done so in line with the severity of the non-conformance. |
| 9. | The results of all audits will be reported to a member of management who will review the adequacy of the audit and its findings as well as the implementation of any required corrections and corrective actions (if applicable). |

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| **9.3** | **Management review** |
| **9.3.1** | **General** |
| Summary of Requirements | Top management will review our quality management system, at planned intervals, to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of our organisation. |

| | **STATEMENT/PROCEDURE** |
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| 1. | Management reviews will be carried out on a regular basis to review the effectiveness of our quality management system during the previous review period. |
| 2. | The management review will be attended by top management (or members thereof) to ensure that the management system is being operated in alignment with the strategic direction of the company. |
| 3. | The management review will also be attended by the person(s) responsible for reporting on the performance of the quality management system and on opportunities for improvement as defined in clause 5.3. |
| 4. | Where actions are required in order to improve or correct the quality management system they will be defined as management review outputs in clause 9.3.3. |

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| **9.3** | **Management review** |
| **9.3.2** | **Management review inputs** |
| Summary of Requirements | The management review shall be planned and carried out taking into consideration:<br>a) the status of actions from previous management reviews;<br>b) changes in external and internal issues that are relevant to the quality management system;<br>c) information on the performance and effectiveness of the quality management system, including trends in:<br>1) customer satisfaction and feedback from relevant interested parties;<br>2) the extent to which quality objectives have been met;<br>3) process performance and conformity of products and services;<br>4) nonconformities and corrective actions;<br>5) monitoring and measurement results;<br>6) audit results;<br>7) the performance of external providers;<br>d) the adequacy of resources;<br>e) the effectiveness of actions taken to address risks and opportunities (see 6.1);<br>f) opportunities for improvement. |

| | **STATEMENT/PROCEDURE** |
|---|---|
| 1. | Management reviews are carried out in line with the agenda items listed in the summary of requirements above. |
| 2. | All agenda items will be considered and where applicable evidence will be presented for consideration and discussion during the management review. |

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| **9.3** | **Management review** |
| **9.3.3** | **Management review outputs** |
| Summary of Requirements | The outputs of the management review will include decisions and actions related to:<br>a) opportunities for improvement;<br>b) any need for changes to the quality management system;<br>c) resource needs.<br><br>We will retain documented information as evidence of the results of management review. |

| | **STATEMENT/PROCEDURE** |
|---|---|
| 1. | The outputs from the management review will form the meeting minutes to describe any actions that are to be implemented along with the responsibilities and timescales for their implementation. |
| 2. | The outputs from the current management review will form a basis for discussion at the next management review to ensure that actions have been addressed, as required. |
| 3. | Management review records will be retained for reference and inspection. |

# 10 - IMPROVEMENT

| 10.1 | General |
|---|---|
| Summary of Requirements | We will determine and select opportunities for improvement and implement any necessary actions to meet customer requirements and enhance customer satisfaction.<br><br>These will include:<br>a) improving products and services to meet requirements as well as to address future needs and expectations;<br>b) correcting, preventing or reducing undesired effects;<br>c) improving the performance and effectiveness of the quality management system. |

| | STATEMENT/PROCEDURE |
|---|---|
| 1. | We will identify opportunities for improvement through the monitoring and measurement processes carried out. Actions to address opportunities for improvement will be found in our:-<br>• Management Review Minutes<br>• Internal Audit Reports<br>• Non-Conformance Reports<br>• Master Risk Register |

| 10.2 | **Nonconformity and corrective action** |
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| Summary of Requirements | When a nonconformity occurs, including any arising from complaints, we will:<br>a) react to the nonconformity and, as applicable:<br>1) take action to control and correct it;<br>2) deal with the consequences;<br>b) evaluate the need for action to eliminate the cause(s) of the nonconformity, in order that it does not happen again, by:<br>1) reviewing and analysing the nonconformity;<br>2) determining the causes of the nonconformity;<br>3) determining if similar nonconformities exist, or could potentially occur;<br>c) implement any action needed;<br>d) review the effectiveness of any corrective action taken;<br>e) update risks and opportunities determined during planning, if necessary;<br>f) make changes to the quality management system, if necessary.<br><br>Corrective actions must be appropriate to the effects of the nonconformities encountered.<br><br>We will retain documented information as evidence of:<br>a) the nature of the nonconformities and any subsequent actions taken;<br>b) the results of any corrective action. |

| | **STATEMENT/PROCEDURE** |
|---|---|
| 1. | A Non-conformance Report (Refer Master Doc Register Non-conformance Report) will be completed when we have identified one or more of the following:-<br>• not meeting our customers' requirements<br>• not meeting our own internal requirements<br>• suppliers not meeting our requirements<br>• members of staff or subcontracted staff not working to our policies or procedures<br>• our breach of legal or regulatory requirements. |
| 2. | Where a non-conformance is identified, the person who identified the non-conformance will record the details on Part 1 of the Non-Conformance Report and pass it on to the immediate manager. |

| 10.2 | Nonconformity and corrective action |
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| | STATEMENT/PROCEDURE |
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| 3. | A decision will be made as to how to correct the issue immediately and this decision will be communicated to all interested parties associated with that non-conformity. |
| 4. | The correction will be authorised by a member of staff with the authority to do so prior to any action commencing. |
| 5. | A decision will then be made as to whether corrective action must be formulated to prevent recurrence of this non-conformance. This decision will be confirmed on the Non-Conformance Report. |
| 6. | Root cause analysis will be carried out to find the source of the problem and whether any similar non-conformities have occurred or could potentially occur. |
| 7. | Once we have sourced the root cause of the problem we will establish the required action to attempt to eliminate or mitigate the risk of the non-conformance happening again. The nature and extent of this action must be proportionate to the level of the non-conformance. |
| 8. | Implementation of the action will then take place by the appointed person responsible for doing so. |
| 9. | Once implemented we will review the implementation to ensure that it has worked. This review will be confirmed by the final sign off of the Non-Conformance Report. |
| 10. | The Master Risk Register (Refer Document Register Master Risk Register) will be updated to reflect any risks and opportunities that have been identified during the non-conformance process. |
| 11. | All Non-Conformance Reports will be reviewed as part of the management review process. |

| 10.3 | **Continual improvement** |
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| Summary of Requirements | We will continually improve the suitability, adequacy and effectiveness of our quality management system. To do this we will consider the results of analysis and evaluation, and the outputs from management review, to determine if there are needs or opportunities that shall be addressed as part of continual improvement. |

| | **STATEMENT/PROCEDURE** |
|---|---|
| 1. | We will demonstrate continual improvement through one of more of the following ways:-<br>• management review outputs<br>• internal audits<br>• review of customer feedback<br>• staff development<br>• risk analysis<br>• corrective action. |