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MANUAL IDENTIFICATION

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Quality Manager

REVISION AND AMENDMENT REGISTER

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FOREWORD

This Quality Manual is the means by which (ACKW Ltd T/A (Safe and Secure)) (the ‘Organisation’) satisfies the requirements of its customers, particularly with regard to management responsibility.

The Organisation is obliged to ensure that its Quality Policy is fully and completely understood by its employees, and that its procedures are implemented and maintained at all times. This Quality Manual is in accordance with the requirements of **BS EN ISO 9001 : 2015**. All of the components of the Quality Management System shall be periodically and systematically reviewed by both internal and external Quality Audit procedures.

The Quality Manager, appointed by the Organisation’s Managing Director, is responsible for the control of all matters relating to the implementation of these procedures.

The assurance of quality is fundamental to all the work undertaken by the Organisation. All personnel at every level in the Organisation’s structure shall practise the procedures established.

The potential benefits to the Organisation of implementing this Quality Management System are:

1. The ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements
2. Facilitating opportunities to enhance customer satisfaction
3. Addressing risks and opportunities associated with its context and objectives
4. The ability to demonstrate conformity to specified Quality Management System requirements.

The principles upon which this Quality Management System is based, as described in ISO 9000 : 2015, are:

1. Customer focus
2. Leadership
3. Engagement of people
4. Process approach
5. Improvement
6. Evidence-based decision making
7. Relationship management.

PROFILE

ACKW Ltd (Trading as SAS) specialises in the detection, analysis, control and prevention of Legionnaires Disease across a wide range of industries and public services.

As an organisation SAS has been running for 28 years. The company was founded by Keith Froggatt whose clear vision and sense of entrepreneurship has ensured the company’s successful growth and ongoing development to this day.

Through a culture of service excellence SAS has developed a strong client base, including Local Councils, schools, nursing homes, hospitals and private enterprises. SAS partners with each client to understand their unique business need, in concert with government legislation and best practice, to provide a tailored service solution.

Based in the Midlands the SAS team is equipped to provide a full suite of Legionella control services to businesses, government bodies and independent parties across the whole of the UK. Their knowledge and experience, coupled with their related accreditations and memberships provides clients with a sense of security that regardless of their level of understanding SAS will provide the most suitable and cost effective solution to minimise their Legionella risk and meet their legislative requirements.

Capability Statement/ Services

**SAS are leading providers in professional legionella control, prevention and associated environmental hygiene and risk management services to organisations and individuals across the UK.**

QUALITY POLICY

This Quality Policy outlines the Company commitment to serving Customers and confirms each employee’s responsibility for continuous Quality improvement. At the Company Quality means “consistently meeting or exceeding Customer expectations”. Quality is not considered to be an “add-on” to work carried out but a fundamental and intrinsic component of all activities that contribute to the delivery process.

Meeting or exceeding expectations requires close contact with current and potential Customers to determine their needs and to measure their satisfaction. This information is to be used to drive the process of continuously improving our products and services. Management is responsible for soliciting employee input and providing the resources, training and leadership to sustain continuous improvements in customer satisfaction.

All work is to be done in accordance with our documented procedures that meet ISO 9001:2015 requirements as a minimum. These ensure that Customer requirements are met, that the costs of poor quality are identified and minimised and that improvements can be implemented in a consistent and controlled manner. Given the criticality of Quality to the success of the Company, the use of required Procedures is mandatory.

The law requires that many of our products and services be approved by external agencies. The Company policy is to obtain all such relevant approvals as they arise.

To provide focus, and a basis for ongoing measurement, the following Quality Objectives define how the aims of our Quality Policy will be achieved. We will review these objectives formally at regular 6 monthly intervals and on an ongoing basis at monthly Senior Leadership Team Meetings. The Quality Objectives at the Company are as follows;

* To establishing effective communication with current and potential customers
* To involve all employees in continually improving business processes
* To ensure all employees are appropriately trained and fully competent to perform their job responsibilities
* To ensure that we fully comply with all legal requirements and are aware of all current and changing legislation that relates to our business, including relevant environmental legislation
* To maintain effective mechanisms to continually monitor and measure performance and take appropriate action when opportunities for improvement are identified.
* To operate under a formal, disciplined business management system based upon the requirements of ISO 9001:2015
* Commit to the health, safety and welfare of all its staff. Visitors to the Company will be treated with respect, and due consideration will be given to their safety while on site.
* To ensure that staff recruitment, training, development and retention at all levels will provide full and effective service to its users.

Signed.............................. Date.............................

**Capability Statement/ Services**

SAS are leading providers in professional legionella control, prevention and associated environmental hygiene and risk management services to organisations and individuals across the UK.

Through our commitment to research, innovation and service excellence we are able to deliver significant benefits to our customers across a wide range of commercial, industrial, healthcare, governmental and non-profit sectors.

Our specialist consulting services are delivered through experts who have excellent reputations in their area of expertise which includes legionella and risk management, crisis and emergency management, health & safety training, water treatment and hygiene services.

**Legionella Risk Assessments**

Our professional risk assessments and integrated risk management programmes take a holistic approach to the control and management of legionella and water systems.

**Legionella Risk Management**

Although it is impossible to guarantee that legionella bacteria will not exist in a water system, through proactive management and effective control programmes it is possible to dramatically reduce the risk that allows those responsible to maintain a healthy and safe environment.

**Legionella Sampling & Analysis**

We offer full UKAS accredited legionella and potable water testing, sampling and microbiological laboratory analysis services capable of undertaking an extensive range of analyses.

**Water Hygiene Services**

Our water hygiene service teams offer a range of system disinfections and planned, preventative maintenance programmes designed to control and prevent legionella bacteria in water systems and stored water. We also disinfect and sample new pipelines ready for mains connection. SAS update water systems and install systems to meet the required regulations.

**Independent Legionella Audits**

Our independent legionella audits have been designed to give you and your organisation confidence that your current controls are compliant with good practice and current legislation. They also help demonstrate to the controlling authorities that your risk management systems and procedures are compliant.

**Crisis & Emergency Management**

Our teams of crisis management experts can assist with the development and implementation of a crisis and emergency plan in the event of an outbreak

QUALITY STRUCTURE CHART

Director

Company Manager/Company Secretary

Quality Manager

Administration/

Account Manager

Sales Manager

Administration/

Account Manager

Site Supervisor

Quality Management Team Members

Quality Management Team members

Engineers

**This chart establishes responsibilities and lines of internal communication within the Quality Management System and does not necessarily portray other management structures.**

1 - SCOPE

The scope of the Organisation’s certification is defined within the Quality Policy and is recorded on the   
ISO 9001 Certificate. As a minimum this Quality Manual addresses all requirements for conformance with   
BS EN ISO 9001 : 2015 in pursuit of any activities falling within the scope of its certification.

**SCOPE: The provision of Legionella Control and Water Treatment Services**

This Quality Manual demonstrates the Organisation’s:

1. Ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements, and
2. Aims to enhance customer satisfaction through the effective application of the Quality Management System, including processes for improvement of the System and the assurance of conformity to customer and applicable statutory and regulatory requirements.

Whenever any requirement(s) of this International Standard cannot be applied they are deemed to be not applicable. The rationale for all such exclusions is clearly set out in this Quality Manual.

Such inapplicability’s do not affect the Organisation’s ability, or responsibility, to provide products and services that meet customer and applicable statutory and regulatory requirements.

2 - NORMATIVE REFERENCES

At the time that this Quality Manual was prepared the entire fundamentals and vocabulary relating and applied to ISO 9001 : 2015 are set out in the document titled:

ISO 9000 : 2015, Quality Management Systems — Fundamentals and Vocabulary.

Parties to agreements based on ISO 9001 : 2015 are encouraged to adopt the amendments contained in any subsequent editions of the International Standard that may be published. Members of ISO and IEC maintain registers of currently valid International Standards.

3 - TERMS AND DEFINITIONS

The International Organisation for Standardisation (ISO) has defined 138 terms for use in Quality Management Systems and these can be found in ISO 9000 : 2015 - Quality Management Systems — Fundamentals and Vocabulary. The following, however, may be helpful:

A **management system** is a ‘set of interrelated or interacting elements of an organisation to establish policies and objectives, and processes to achieve those objectives.’

An **objective** is a ‘result to be achieved.’

A **product** is the ‘the output of an organisation that can be produced without any transaction taking place between the organisation and the customer.’

A **service** is the ‘the output of an organisation with at least one activity necessarily performed between the organisation and the customer.’

A **customer** is a ‘person or organisation that could or does receive a product or a service that is intended for or required by this person or organisation.’

A **provider (alternatively known as a supplier)** is an ‘organisation that provides a product or service.’

A **process** is ‘a set of interrelated or interacting activities that use inputs to deliver an intended result.” In simple terms, what you do to get something.

A **procedure** is ‘a specified way to carry out an activity or process.’

A **document** is ‘information and the medium on which it is contained.’

A **record** is a ‘document stating results achieved or providing evidence of activities performed.’

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

**Context of the organisation** is a ‘combination of internal and external issues that can have an effect on an organisation’s approach to developing and achieving its objectives.’

**Interested party** is ‘a person or organisation that can affect, be affected by, or perceive it to be affected by a decision or activity.’

3 - TERMS AND DEFINITIONS

(continued)

**Improvement** is ‘activity to enhance performance.’

**Non-conformity** is ‘non-fulfilment of a requirement.’

**Corrective action i**s ‘action to eliminate the cause of a non-conformity and to prevent recurrence.’

**Preventive action** is ‘action to eliminate the cause of a potential non-conformity or other potential undesirable situation.’

**Risk** is the ‘effect of uncertainty.’

A **Quality Plan** is a ‘specification of the procedures and associated resources to be applied when and by whom to a specific object.’

An **Audit** is a ‘systematic, independent and documented process for obtaining objective evidence and evaluating it objectively to determine the extent to which the audit criteria are fulfilled.’

Quotation marks on this page denote direct quotations from ISO 9000 : 2015.

**Responsibilities**

Office Based Personnel

The following personnel are based within the head office.

**Company Manager**

The Company Manager is responsible for ensuring that the strategy and organisation of the Company is defined and implemented to ensure delivery of its service requirements. The Company Manager will also ensure that day-to-day activities are well managed and that the requirements of the Quality Management Manual are fully implemented.

**Quality Management System Administrator**

The Quality Management System Administrator is responsible for the maintenance of the Quality Management System. The QMS Administrator will undertake all document control tasks, record keeping, and collation of all Customer Complaint forms, Non-conformance Reports, Customer Satisfaction, Personnel training documentation, and, taking and collating the Management Review Meeting Minutes.

**Quality Management System Internal Auditor**

The Quality Management System Internal Auditor has the responsibility to prepare the Company Internal Audit Schedule, in collaboration with the Company Manager and to conduct the Internal Audit on an annual basis. The QMS Internal Auditor also has the responsibility to collate all the completed Internal Audit Reports and to present to Management a Report based upon those findings.

**Assistants**

The Company Manager will appoint assistants to undertake supporting tasks whenever required to supplement the administrative duties of the Company.

**Business Processes**

**Description**

The operation of the management system will be supplemented whenever a requirement is determined by additional management procedures.

This manual shows the relationship between the Quality Management System and BS EN ISO 9001-2015.

**Implementation and Maintenance**

It is recognised that documenting the management system is only the first step towards fully implementing its requirements. For this reason the General Manager will brief all new and existing personnel on the requirements of the Quality Management System to ensure full compliance.

The effectiveness of the implementation is measured through on-going internal audits of the management system. Where implementation is deemed inadequate, steps are then taken to resolve the situation in a timely manner.

The management system as a whole will be reviewed during regular management review meetings where the completeness and effectiveness of the system and any steps necessary to improve it are discussed and acted upon.

Whenever the management system is changed the Company Manager will make all relevant personnel aware of the new or revised systems and monitor those systems to ensure that they are implemented effectively.

4 - CONTEXT OF THE ORGANISATION

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| 4.1 | Understanding the Organisation and its context |
| Summary  of  Requirements | The Organisation is to determine both the external and internal contexts in which it operates and shall monitor and review the issues which arise. |

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|  | STATEMENT/PROCEDURE |
|  | The Organisation’s external context has been evaluated and documented, taking into account such factors as:   1. The social and cultural environment 2. The political environment 3. The legal and regulatory environment 4. The market environment 5. The technological environment 6. The economic environment 7. The natural environment 8. The competitive environment 9. The geographical scope of each environment 10. Key drivers and trends. |
|  | The Organisation’s internal context, within which it seeks to achieve its objectives, has been evaluated and documented, taking into account such factors as:   1. Governance 2. Organisational structure, roles and accountabilities 3. Policies, objectives and the strategies that are in place to achieve them 4. Capabilities, in terms of resources and knowledge 5. Information systems, information flows and decision-making processes 6. Organisational culture 7. Standards, guidelines and models 8. Contractual relationships. |
|  | **The external and internal context is reviewed at least annually and the documentation updated accordingly.** |

4 - CONTEXT OF THE ORGANISATION

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| 4.2 | Understanding the needs and expectations of interested parties |
| Summary  of  Requirements | The Organisation shall determine its relevant interested parties, along with their requirements with regard to the Quality Management System. |

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|  | STATEMENT/PROCEDURE |
|  | The interested parties that are relevant to the Quality Management System are defined as:   1. Customers 2. Employees 3. Providers 4. Management 5. Shareholders 6. Statutory and Regulatory bodies 7. ISO 8. Legionella control association 9. CHAS |
|  | The significant requirements of these interested parties include:   1. The consistent provision of products and services which meet customer requirements 2. The continual enhancement of customer satisfaction 3. A safe and pleasant working environment 4. Adherence to legal and regulatory requirements |

4 - CONTEXT OF THE ORGANISATION

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| 4.3 | Determining the scope of the Quality Management System |
| Summary  of  Requirements | The scope of the Quality Management System shall be determined and documented using:   1. The context of the Organisation 2. The requirements of relevant interested parties 3. The Organisation’s products and services. |

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|  | STATEMENT/PROCEDURE |
|  | Taking into account the output from Sections 4.1 and 4.2 above, along with the products and services offered by the Organisation, management ensures that this Quality Manual includes:   1. The defined scope of the Quality Management System with any non-applicable clauses identified and justified 2. Documented procedures or reference to them within other documents 3. A description of the interaction of processes. |
|  | Effective implementation of the Quality Management System is monitored on an informal basis, as part of the Organisation’s day-to-day operations. |
|  | The Managing Director deals with instances when the Quality Management System is not correctly implemented. |
|  | Persistent breaches of the Quality Management System are dealt with in accordance with the Organisation’s disciplinary procedures. |
|  | Such breaches are taken into account when reviewing:   1. The overall operation of the Organisation’s Quality Management System 2. The Quality Manual, to ensure that it is up to date and accurately reflects the working practices of the Organisation 3. Staff training requirements. |

4 - CONTEXT OF THE ORGANISATION

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| 4.4 | Quality Management System and its processes |
| 4.4.1 |  |
| Summary  of  Requirements | The Organisation shall fully establish and operate a Quality Management System in accordance with the requirements of the International Standard, including the determination of required processes and their application throughout the Organisation. |
| 4.4.2 |  |
| Summary  of  Requirements | The Organisation shall document its processes and maintain sufficient documented information to provide evidence that the processes and associated operations are being carried out. |

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|  | STATEMENT/PROCEDURE |
|  | As part of the implementation of this Quality Management System, the Organisation has identified and documented in this Manual:   1. The processes needed for the Quality Management System 2. The sequence and interaction of these processes 3. The criteria and methods used to ensure the effective operation and control of these processes, including responsibilities and authorities 4. The means to ensure the availability of the resources and the information necessary to support the operation, monitoring and continual improvement of these processes 5. The risks and opportunities as determined in accordance with the requirements of Section 6.1 6. The processes used to measure where applicable, monitor and analyse these processes and implement action necessary to achieve planned results and monitor continual improvement. |

4 - CONTEXT OF THE ORGANISATION

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| 4.4 | Quality Management System and its processes (continued) |
|  | The Quality Management System is based on the following process model:    Note: Numbers in brackets refer to the clauses in the International Standard. |
|  | As part of the Management Review process, the Organisation reviews the Quality Management System and, when required, makes changes in order to ensure that it continues to meet management requirements and market conditions. |

5 - LEADERSHIP

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| 5.1 | Leadership and commitment |
| 5.1.1 | Leadership and commitment for the Quality Management System |
| Summary  of  Requirements | Top management shall demonstrate its leadership and commitment with regard to the Quality Management System by:   1. Defining quality related responsibilities 2. Ensuring the implementation of the Quality Management System and its integration into the Organisation’s business processes 3. Ensuring that the customer’s quality requirements are reflected in the products and services provided.   Clear evidence of top management’s commitment to the Quality Management System, including its development and improvement, must be made available. |

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|  | STATEMENT/PROCEDURE |
|  | The Quality Policy includes a commitment from management to develop and improve the Quality Management System by:   1. Communicating throughout the Organisation the importance of meeting customers’ requirements 2. Communicating throughout the Organisation the importance of meeting all relevant statutory and regulatory requirements 3. Establishing the Quality Policy and its Objectives 4. Promoting improvement 5. Conducting Management Reviews 6. Ensuring the availability of resources. |
|  | Management also commits to:   1. Promote the use of risk-based thinking 2. Ensure that the Quality Management System performs as intended 3. Support other relevant management roles with regard to their delegated responsibilities. |

5 - LEADERSHIP

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| 5.1 | Leadership and commitment (continued) |
| 5.1.2 | Customer focus |
| Summary  of  Requirements | Top management shall ensure that the Organisation:   1. Understands and meets its customer and compliance requirements 2. Determines the risks and opportunities with regard to product and service conformity, and customer satisfaction. 3. Focuses on continual improvement in customer satisfaction. |

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|  | STATEMENT/PROCEDURE |
|  | Customer focus is ensured by the implementation of the contract review processes set out in Section 8.2.2 (Determination of requirements for products and services). |
|  | Feedback from customer monitoring as described in Section 9.1.2 of this Manual is reviewed during Management Review. |
|  | The risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed as part of Section 6.1 |
|  | The Company is committed to ensuring that they are fully aware of client’s requirements and that improving its quality management systems is a means of enhancing customer satisfaction |

5 - LEADERSHIP

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| 5.2 | Policy |
| 5.2.1 | Establishing the Quality Policy |
| Summary  of  Requirements | Top management is to create and implement a Quality Policy that:   1. Takes into account the purpose and context of the Organisation 2. Supports the strategic direction of the Organisation 3. Provides a suitable framework for the setting of Quality Objectives 4. Commits top management to satisfy applicable requirements 5. Commits top management to continual improvement of the Quality Management System. |
| 5.2.2 | Communicating the Quality Policy |
| Summary  of  Requirements | The Quality Policy shall be:   1. Documented and made available to all interested parties 2. Communicated, understood and implemented throughout the Organisation. |

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|  | STATEMENT/PROCEDURE |
|  | The Quality Policy as defined by the Company Manager commits the Company to ensuring that it meets customer requirements and seeks to continually improve its service. The Quality Policy also provides a framework for setting and meeting quality objectives for progress.  The Quality Policy is reviewed at Management Review meetings. |
|  | In order to provide evidence of the Organisation’s commitment to the Quality Policy, it is regularly reviewed and any changes are approved as part of the formal Management Review proceedings. These reviews and all approved changes are recorded in the minutes of the Management Reviews. |
|  | Copies of the Quality Policy are made available to all members of staff. Copies of the minutes of Management Reviews, or extracts thereof, are provided to individual members of staff in accordance with their role and responsibilities as a means of communicating the effectiveness of the Quality Management System. |
|  | Copies of the Quality Policy are made available to relevant interested parties, where considered appropriate to do so. |

5 - LEADERSHIP

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| 5.3 | Organisational roles, responsibilities and authorities |
| Summary  of  Requirements | Top management shall ensure that the responsibilities and authorities for roles within the Quality Management System are defined and understood throughout the Organisation. |

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|  | STATEMENT/PROCEDURE |
|  | Responsibilities and authorities, together with the job titles of those responsible for communicating them throughout the Organisation, are illustrated on the Quality Structure Chart in this Manual. |
|  | Responsibilities are defined in this manual and so are procedures, but in all circumstances, personnel will be made aware of their responsibilities for successful completion of the processes by the Company Manager. |
|  | The Managing Director ensures that, at all times, a nominated member of staff, referred to in this Manual as the Quality Manager, has responsibility for:   1. Ensuring that the Quality Management System accurately reflects the requirements of the International Standard 2. Ensuring that all processes deliver their intended results 3. Providing reports on the performance of the Quality Management System and reporting opportunities for improvement back to Top Management 4. Prioritising customer focus 5. Evaluating and implementing planned changes to the Quality Management System. |

6 - PLANNING

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| 6 | Planning |
| 6.1 | Actions to address risks and opportunities |
| 6.1.1 |  |
| Summary  of  Requirements | The Organisation shall consider the context of the Organisation and the requirements of interested parties in order to define all relevant risks and opportunities associated with the operation of the Quality Management System. |
| 6.1.2 |  |
| Summary  of  Requirements | The Organisation shall:   1. Take appropriate actions to address the risks and opportunities 2. Integrate and implement those actions throughout the Quality Management System 3. Evaluate the effectiveness of those actions. |

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|  | STATEMENT/PROCEDURE |
|  | Quality Management System planning forms part of the Management Review process described in Section 9.3. |
|  | The Organisation holds regular management and operational review meetings to set and monitor the quality related objectives, ensuring that risks and opportunities are included as part of this process to the extent considered necessary. The management team reviews the Quality System in order to ensure that it addresses all relevant processes and verification requirements. |
|  | Processes that are necessary to facilitate the service provided, are determined, planned and implemented in accordance with the relevant procedures described in Section 8.1 of this Manual. The effectiveness of the documented procedures is subject to regular Management Review and revisions/improvements are made as necessary. |

6 - PLANNING

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| 6.1 | Planning (continued) |
|  | The risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed by inclusion in all relevant decision-making processes to the extent considered necessary. |
|  | Wherever risks and opportunities are identified, and where considered appropriate by management, suitable treatment is documented on a SWOT Analysis and implemented. |

6 - PLANNING

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| 6.2 | Quality objectives and planning to achieve them |
| 6.2.1 |  |
| Summary  of  Requirements | The Organisation shall establish Quality Objectives at relevant functions, levels and processes throughout the scope of the Quality Management System. |
| 6.2.2 |  |
| Summary  of  Requirements | The Organisation shall develop suitable plans for achieving the Quality Objectives, including required actions and resources, responsibilities, timescales and evaluation of results. |

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|  | STATEMENT/PROCEDURE |
|  | The Organisation’s primary Quality Objective is defined in the Quality Policy as “the Organisation aims to provide defect free products and services on time and within budget”. |
|  | Quality Objectives are established and documented at relevant functions, levels and processes needed for the Quality Management System. |
|  | Effective measurement of the defined Objectives is achieved by the application of all of the procedures described in Sections 9 and 10 of this Manual relating to recording, monitoring and analysing customer feedback and non-conformance issues. |
|  | Effective review of the defined Objectives is an integral part of the Quality Policy review as required by the procedures described in Section 9.3 (Management review). |

6 - PLANNING

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| 6.3 | Planning of changes |
| Summary  of  Requirements | The Organisation shall plan any necessary changes to its Quality Management System. |

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|  | STATEMENT/PROCEDURE |
|  | The Quality Manager is responsible for assessing all proposed changes to the Quality Management System in accordance with the criteria summarised above. |
|  | Proposed changes are documented on a change control document and, where necessary, circulated to relevant interested parties for comment. The form reflects:   1. The purpose of the changes and their potential consequences 2. Resource availability 3. Responsibilities and authorities. |
|  | When made, all changes are reflected in the Quality Manual and communicated to relevant interested parties. |
|  | The Quality Manager monitors the impact of any change and proposes further change in the event of adverse consequences. |

7 - SUPPORT

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| 7.1 | Resources |
| 7.1.1 | General |
| Summary  Of  Requirements | The resources needed for the establishment, implementation, maintenance and continual improvement of the Quality Management System shall be determined and provided. |
| 7.1.2 | People |
| Summary  of  Requirements | The persons necessary for the effective implementation of the Quality Management System and for the operation and control of its processes shall be determined and provided. |

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|  | STATEMENT/PROCEDURE |
|  | The identification of revised or additional resources required to implement and improve the processes of the Quality Management System takes place as part of day-to-day management as well as part of the Management Review procedures described in Section 9.3. |
|  | The Organisation considers:   1. The level of existing internal resources in terms of their capabilities and constraints 2. Resources which need to be obtained from external providers. 3. The resources necessary to undertake the works required by Customers are utilised from in-house personnel |
|  | In addition to Management Reviews, regular informal meetings take place. Significant issues are discussed and appropriate action is agreed and implemented, as necessary. |

7 - SUPPORT

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| 7.1 | Resources (continued) |
| 7.1.3 | Infrastructure |
| Summary  of  Requirements | The infrastructure necessary for the operation of the Organisation’s processes and to achieve conformity of products and services shall be determined, provided and maintained. |

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|  | STATEMENT/PROCEDURE |
|  | Quality related computer files are maintained in accordance with the relevant procedures described in Section 7.5.3 (Control of documented information). |
|  | The Organisation’s computer system is serviced and maintained by an experienced member of staff with the necessary expertise. |
|  | All portable electrical equipment is PAT tested in accordance with the current regulations. |
|  | A supplier on the List of Approved Suppliers services test equipment in accordance with the manufacturer’s recommendations and all legal and regulatory requirements. |
|  | For the purposes of this Quality Management System, all other elements of the infrastructure are treated as resources and provided, maintained, checked and replaced accordingly. This is administered by the application of the relevant procedures set out in Sections 8.5.1 (Control of production and service provision) and 7.1.5 (Monitoring and measuring resources). |

7 - SUPPORT

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| 7.1 | Resources (continued) |
| 7.1.4 | Environment for the operation of processes |
| Summary  of  Requirements | The work environment required to achieve conformity with product and service requirements shall be identified, determined, provided and managed. |

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|  | STATEMENT/PROCEDURE |
|  | Senior management ensures that a suitable environment is maintained that provides for safe systems of work and the ability to achieve conformity to product and service requirements. |
|  | A supplier on the List of Approved Suppliers regularly cleans the offices. |
|  | Staff facilities and the workplace are maintained in an acceptable condition in order to ensure that all staff can carry out their duties effectively and efficiently. |
|  | The stores/workshop are regularly cleaned to provide a pleasant working environment for staff and for safety reasons. |
|  | First aid kits and fire extinguishers are provided and maintained throughout the Organisation. |

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 | The resources needed to ensure valid and reliable monitoring and measuring results shall be determined and provided. Appropriate documented information shall be maintained to demonstrate fitness for purpose of the monitoring and measurement resources. |
| 7.1.5.2 | Measurement traceability |
| Summary  of  Requirements | In circumstances in which measurement traceability is a requirement, or is essential in providing confidence in the validity of measurement results, equipment shall be accurately calibrated or verified, or both. Equipment shall also be uniquely identified and safeguarded from factors which would invalidate the calibration and hence the measurement results. |

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|  | STATEMENT/PROCEDURE |
|  | Whenever equipment is used for final verification, it is calibrated and traceable to National Standards or, if not possible, the methods of calibration are defined. |
|  | A Calibration Register of all equipment requiring calibration is maintained including such information as:  1. Description of equipment  2. Serial number  3. Date inspected  4. Result of inspection  5. Date calibrated  6. Calibrated by (name or initials)  Additions, deletions and changes to the Calibration Register are made subject to confirmation at a subsequent Management Review.  Calibrations are performed using an ETI Kit (Supplier of Legionella Thermometer Kits) and Director of the company.  **Copies of all Certificates of Calibration are maintained on file.**  If an item of calibrated equipment is damaged, then it is isolated until such time as it may be replaced, repaired, exchanged and / or re-calibrated. |

7 - SUPPORT

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| 7.1 | Resources (continued) |
| 7.1.6 | Organisational knowledge |
| Summary  of  Requirements | Sufficient knowledge shall be determined by the Organisation in order to operate its processes and to ensure that its products and services suitably conform.  Maintenance and availability of this knowledge to the necessary degree shall be ensured.  The Organisation shall consider its existing knowledge when dealing with changing requirements and trends and determine how any extra knowledge needed and necessary updates may be obtained or how access may be gained to these. |

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|  | STATEMENT/PROCEDURE |
|  | The Organisation’s knowledge is mainly vested in:   1. Its staff 2. Its documented information. |
|  | Levels of competence and awareness are improved at every opportunity, in accordance with Sections 7.2 and 7.3 of this Quality Manual. |
|  | Staff are encouraged to share knowledge with colleagues as frequently as necessary so that a high level of knowledge is sustained throughout the Organisation. |
|  | An environment of learning is created, with staff being encouraged to train in a range of skills, both those essential for their current job and those which permit individual self-development. |
|  | Information is communicated to all levels of the Organisation using the principles embodied in Section 7.4. |
|  | Documented information is created as far as practicable to reflect the knowledge possessed by the Organisation’s staff and is controlled in accordance with Section 7.5. |

7 - SUPPORT

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| 7.2 | Competence |
| Summary  of  Requirements | The following shall be undertaken by the Organisation:   1. The competence required of person(s) doing activities under its control affecting the performance and effectiveness of the Quality Management System shall be determined 2. The Organisation shall ensure that such persons are competent as regards suitable education, training, or experience 3. Actions shall be taken to gain the competence required and to assess the effectiveness of actions taken, where applicable 4. As evidence of competence, appropriate documented information shall be kept. |
| 7.3 | Awareness |
| Summary  of  Requirements | It shall be ensured by the Organisation that persons doing work under the Organisation’s control are aware of:   1. The Quality Policy 2. Relevant Quality Objectives 3. Their role in relation to the effectiveness of the Quality Management System, including the advantages of improvements in performance 4. The consequences of failing to meet the Quality Management System requirements. |

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|  | STATEMENT/PROCEDURE |
|  | All new members of staff receive appropriate induction training during their probationary period. This includes an introduction to the Quality Policy and their individual role in the operation of the Quality Management System and the achievement of relevant Quality Objectives, in addition to the implications of not conforming to the Quality Management System requirements. |
|  | Staff training and competence are assessed taking into account each individual’s education, skills and experience. |

7 - SUPPORT

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| **7.2** | **Competence(continued)** |
|  | Requirements for further training are identified as part of day-to-day management and as part of the Management Review process set out in Section 9.3. |
|  | **General**  The training, competence and experience of all personnel are reviewed to ensure that they are able to meet the contract requirements for general and specific tasks associated with the work.  Hardcopies of training certificates are held by the Quality Management System Administrator.  **Competence, Awareness and Training**  The Company Manager ensures that only personnel with the suitable qualifications and experience are employed on work tasks. The General Manager will take action to ensure that training requirements are met and that the effectiveness of training to meet requirements is monitored. All personnel are appraised at least Annually with respect to competence.  The Company Manager will keep personnel fully aware of the importance of having the necessary training and experience and how they can work effectively to meet quality objectives. This is based on the LCA Knowledge Matrix and Health & Safety Training Matrix.  It is ensured that records of training, education, qualification and experience are maintained. Such records will be maintained by the Quality Management System Administrator. |

7- SUPPORT

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| 7.4 | Communication |
| Summary  of  Requirements | The internal and external communications relating to the Quality Management System shall be determined, including:   1. The subject of its communications 2. When communications take place 3. With whom communications should be carried out 4. How communications are carried out 5. Who takes part in communications. |

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|  | STATEMENT/PROCEDURE |
|  | The Quality Policy is displayed on the Organisation’s premises in order to ensure that it is made available and brought to the attention of all members of staff.  The Company Manager will ensure that all personnel are made aware of factors impacting on the Quality Management System. |
|  | The effectiveness of the Quality Management System is communicated throughout the Organisation by providing copies of the minutes of Management Reviews, or extracts thereof, to individual members of staff in accordance with their role and responsibilities. |
|  | Appropriate methods for internal communication are used according to the nature and required distribution of the information. |

7 - SUPPORT

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| 7.5 | Documented information |
| 7.5.1 | General |
| Summary  Of  Requirements | The following shall be included in the Organisation’s Quality Management System:   1. Documented information as dictated by the International Standard 2. Documented information determined as being essential for the effectiveness of the Quality Management System by the Organisation. |

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|  | STATEMENT/PROCEDURE |
|  | The following items are particularly significant in contributing to the Quality Management System and ensuring the effective operation and control of its procedures:   1. **The Quality Policy** 2. **This Quality Manual** 3. **Quality critical records**   The Company recognises that for the management system to be effective it must have appropriate documentation to manage and support its operations.  The following documentation is identified as supporting this:  a**) The Company Quality Policy is documented and contained within this Quality**  **Management Manual**.  The Company quality objectives are referenced in its Management Review meeting minutes. |

7 - SUPPORT

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| 7.5 | Documented information (continued) |
| 7.5.2 | Creating and updating |
| Summary  of  Requirements | The following shall be ensured by the Organisation when documented information is created and updated:   1. That it is suitably identified and described (e.g. a title, date, author, or reference number) 2. Format (e.g. language, software version, graphics) and media (e.g. paper, electronic) 3. Review and approval for suitability and adequacy. |

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|  | STATEMENT/PROCEDURE |
|  | All created and updated documented information includes the following:   1. Title 2. Date 3. Template reference 4. Reference number 5. Version number. |
|  | New document templates are approved by the Quality Manager and recorded on the Template Control Schedule, to ensure that up-to-date templates are used consistently throughout the Organisation. |
|  | Where necessary, documents are approved at an appropriate level before release from the Organisation. |

7 - SUPPORT

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| 7.5 | Documented information (continued) |
| 7.5.3 | Control of documented information |
| 7.5.3.1  Summary  of  Requirements | The Organisation is to control documented information essential for the Quality Management System and for ISO 9001 : 2015 to ensure:   1. Its availability and suitability for use, where and when it is required 2. Adequate protection of this documented information (e.g. from loss of confidentiality, unsuitable use, or loss of integrity). |
| 7.5.3.2  Summary  of  Requirements | The following activities shall be addressed by the Organisation for the control of documented information, as applicable:   1. Distribution, access, retrieval and use 2. Storage and preservation, including preservation of legibility 3. Control of changes (e.g. version control) 4. Retention and disposition.   The Organisation shall identify, as appropriate, and control documented information of external origin which it determines to be necessary in order to plan and operate the Quality Management System.  The Organisation shall protect documented information kept as evidence of conformity from unintentional amendments. |

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|  | STATEMENT/PROCEDURE |
|  | Documents that are necessary to maintain the operations of the business and to ensure implementation of the management systems are controlled to ensure that they are current and available where required.  The following document control procedure defines the minimum level of control necessary to achieve customer requirements. |
|  | The following documents which are sent to customers will be reviewed prior to issue; except in the case of emails which will be reviewed and sent under the direct control of the sender.   * Letters of Correspondence (signed) * Quotations (signed) * Order confirmation-PO Number * Invoices * Contract Proposal Agreements(signed) * Certificates(Signed)  |  |  |  | | --- | --- | --- | | **The Quality Management Manual identifies the processes that must be undertaken and this is approved by signature prior to issue** |  |  | |  |  |  | |  |  |  | |
|  | Where necessary documents that are issued will be reviewed, updated and re-approved at any subsequent revision at reasonable intervals to ensure that they continue to reflect current requirements |
|  | The page number of documents will be stated using the format of Page X of Y. e.g. Page 2 of 4 etc. |
|  | The revision and/or date of each issue of a document will be identified to indicate at what point it was created or amended. |
|  | All electronic versions of Quality Management System documentation shall be updated with a new issue number and issue date prior to its electronic release. Paper versions of documentation are uncontrolled and, therefore, will not be updated. |
|  | External documents will be identifiable as such and their distribution controlled to ensure that all relevant personnel are made aware of their availability and any revisions to them. |
|  | It will be ensured that all documentation is of a known status either by issue number or date of issue. In particular documents that are draft, preliminary, unapproved or superseded will be marked as such to avoid misuse. |
|  | All technical data is controlled for currency and reviewed prior to issue to ensure it is the correct version. |
|  | Instructions to modify web pages will be clearly specified and passed to the Webmaster for publishing. |
|  | All records will be identified by one or more of the following criteria:   * Date * Contract Number * Duplicate Enquiry pad/ Phone Message Book * Purchase Order Number * Client’s Reference Number |
|  | The company’s electronic documentation is backed up a minimum of every night. Hardcopy documentation is maintained within filing cabinets for a minimum of 5 years prior to archive filing. |
|  | The following will be kept as records that the company has fulfilled the requirements of its processes and customers:   * All enquiry documents * All proposals and fee documents * Records of tests * Customer Correspondence File * The Company Correspondence * Internal Audit Records (6 years) * Non-conformance Records (6 years) * Corrective Action Records (6 years) * Management Review Meeting minutes (6 years)   Note: Archives will be maintained for a period which will exceed all warranty and liability periods. Specific periods are within parenthesis above). |
|  | The records will be stored in the archive room once the contracts are completed. It will be ensured that the documents are maintained to ensure:   * They remain legible and are protected from damage * That they are not disposed of prior to the end of their active period * Records are not destroyed without permission |

8 - OPERATION

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| 8.1 | Operational planning and control |
| Summary  of  Requirements | Planning, implementation and control of the processes (see 4.4) necessary to meet the requirements for the provision of products and services, and to implement the actions determined in Clause 6, shall be carried out as the Organisation:   1. Determines the requirements for the products and services 2. Establishes criteria for:    1. The processes    2. The acceptance of products and services. 3. Determines the essential resources to conform to the product and service requirements 4. Implements control of the processes based on the criteria 5. Determines and keeps documented information as required:    1. To be sure that the processes have been executed according to plan    2. To be able to show that products and services conform to their requirements.   The output of this planning shall suit the Organisation’s operations.  Planned changes shall be controlled and the results of unintentional changes evaluated by the Organisation, taking action to lessen any adverse effects, as necessary.  It shall be ensured that outsourced processes are controlled by the Organisation (see 8.4). |

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|  | STATEMENT/PROCEDURE |
|  | The work planning process involves determining and taking into account the Quality Policy, Objectives and the requirements of the product and/or service requirements. This is achieved by the application of the documented Quality Management System and related processes and includes the provision of any necessary resources and validation and verification methods. |
|  | The following are used in the work planning process:  1. Work Schedules  2. Annual Leave Records  3. Electronic diaries  4. Monthly Reports |

8 - OPERATION

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| 8.2 | Determination of requirements for products and services |
| 8.2.1 | Customer communication |
| Summary  of  Requirements | The following activities relate to communication with customers:   1. The provision of information relating to products and services 2. The handling of enquiries, contracts or orders, including changes 3. Acquiring customer feedback relating to products and services, including customer complaints 4. The handling or control of customer property 5. Establishing particular requirements for contingency actions, when relevant. |
| 8.2.2 | Determining the requirements related to products and services |
| Summary  of  Requirements | The Organisation shall ensure the following when determining the requirements for the products and services for customers:   1. Description of the requirements for the products and services, including:    1. Any applicable statutory and regulatory requirements    2. Those considered essential by the Organisation. 2. The Organisation can realise the claims for its products and services on offer. |
| 8.2.3 | Review of requirements related to products and services |
| 8.2.3.1 |  |
| Summary  of  Requirements | The Organisation’s ability to fulfil the requirements for products and services to be offered to customers shall be ensured. A review shall be conducted by the Organisation before it commits to supplying products and services to a customer, which shall include the following:   1. Requirements as described by the customer, which include the requirements for delivery and post-delivery activities 2. Requirements not specified by the customer, but essential for the stated or intended use, when known |

8 - OPERATION

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| 8.2 | Determination of requirements for products and services (continued) |
| 8.2.3 | Review of requirements related to products and services (continued) |
| 8.2.3.1 (cont’d) |  |
| Summary  of  Requirements  (continued) | 1. The Organisation’s stated requirements 2. Statutory and regulatory requirements which apply to the products and services 3. Contract or order requirements that are different to previous ones.   Resolution of contract or order requirements that are different from requirements previously defined shall be ensured by the Organisation. Before acceptance, the Organisation shall confirm the customer’s requirements in the event that the customer fails to provide a documented statement of their requirements. |
| 8.2.3.2 |  |
| Summary  of  Requirements | Documented information shall be kept by the Organisation, as applicable:   1. On the outcomes of the review 2. On any further requirements for the products and services. |

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|  | STATEMENT/PROCEDURE |
|  | **Determination of requirements related to the product**  If required, a Quotation is produced, including such details as the following and sent to the prospective customer:  1. Date  2. Estimating Module completed (not sent to customer) saved in Customer folder  3. Quotation number  4. Name and address of prospective customer  5. Description  6. Amount  **Review of requirements related to the product**  Customer Orders are accepted in the form of Purchase Orders, emails or other written instructions.  **Customer Communication**  When a Customer Order is received, it is filed as a Sales Order in the purchase order folder as follows:  1. Filed alphabetically using customer Name  2. Sales purchase order number  3. Customer name and address  4. Delivery name and address  5. Expected delivery date  6. Account reference, if any  7. Product code  8. Product description  9. Quantity  If requested, an Order Acknowledgement is produced and sent to the customer.  If a customer wishes to change an Order, then, depending on the nature, extent and timing of the change, this is agreed with the customer and confirmed by an exchange of emails. |

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| 8.2.4 | Changes to requirements for Products and Services |
| Summary  of  Requirements | The organisation ensures that relevant documented information is amended, and those relevant people are made aware of the changed requirements, when the requirements for products and services are changed. |

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|  | STATEMENT/PROCEDURE |
| 1. | The customer is constantly appraised on the production/service process, with a view of maintaining customer satisfaction.  After discussions any amendments are recorded accordingly.  Continuing process validity is monitored as part of day-to-day management and is not considered a separate process.  Validate any processes for production and service provision where the resulting output cannot be verified by subsequent monitoring or measurement. This includes any processes where deficiencies become apparent only after the product is in use or service has been delivered.  Establish arrangements including, as applicable:   1. Defined criteria for review and approval of the processes 2. Approval of equipment and qualification of personnel 3. Use of specific methods and procedures 4. Requirements for records Revalidation. |

8 - OPERATION

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| 8.3 | Design and development of products and services |
| 8.3.1 | General |
| Summary  Of  Requirements | An appropriate design and development process to ensure the provision of products and services shall be set up, put into place and maintained by the Organisation. |
| 8.3.2 | Design and development planning |
| Summary  of  Requirements | The Organisation shall consider the following as it determines the stages and controls for design and development:   1. The nature, duration and complexity of activities relating to design and development 2. The necessary process stages, including applicable design and development reviews 3. The necessary activities relating to design and development verification and validation 4. The responsibilities and authorities playing a role in the design and development process 5. The internal and external resource requirements for the design and development of products and services 6. The necessity to control interfaces between individuals playing a role in the design and development process 7. The need to ensure that customers and users are involved in the design and development process 8. The requirements for future provision of products and services 9. The anticipated degree of control that customers and other relevant parties should have over the design and development process 10. The documented information necessary to prove the fulfilment of design and development requirements. |

8 - OPERATION

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| 8.3 | Design and development of products and services (continued) |
| 8.3.3 | Design and development inputs |
| Summary  of  Requirements | The necessary requirements for the particular kinds of products and services to be designed and developed are to be determined by the Organisation. The following are to be considered by the Organisation:   1. Requirements related to function and performance 2. Information resulting from earlier similar activities in design and development 3. Statutory and regulatory requirements 4. Standards or codes of practice that the Organisation has pledged to put into practice 5. Possible effects of failure due to the nature of the products and services.   Inputs shall be sufficient for design and development purposes, complete and unambiguous. Where there are conflicting design and development inputs, a decision shall be reached.  Documented information on design and development inputs shall be kept by the Organisation. |
| 8.3.4 | Design and development controls |
| Summary  of  Requirements | Controls shall be applied to the design and developments process by the Organisation to ensure the following:   1. Definition of results to be accomplished 2. Reviews are carried out to assess the ability of the results of design and development to fulfill requirements 3. In order to ensure that the design and development outputs are in line with the input requirements, verification activities are carried out 4. In order to ensure that the resulting products and services are in line with the requirements for the specified application or intended use, validation activities are carried out by the Organisation 5. When difficulties are determined during the reviews, or verification and validation activities, any suitable actions are taken 6. Documented information of these activities is kept. |

8 - OPERATION

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| 8.3 | Design and development of products and services (continued) |
| 8.3.5 | Design and development outputs |
| Summary  of  Requirements | It shall be ensured that design and development outputs shall do the following:   1. Fulfil the input requirements 2. Are sufficient for the ensuing processes for the provision of products and services 3. Comprise or make reference to monitoring and measuring requirements, as appropriate, and acceptance criteria 4. Give details of the characteristics of the products and services that are required for their specific purpose and their safe and correct provision.   Documented information on design and development outputs shall be kept by the Organisation. |
| 8.3.6 | Design and development changes |
| Summary  of  Requirements | Changes made during or after the design and development of products and services shall be identified, reviewed and controlled by the Organisation to the degree required so that no detrimental impact on conformity to requirements is experienced.  Documented information shall be kept by the Organisation on:   1. Changes to design and development 2. Review results 3. The authorisation of the changes 4. Preventive actions for detrimental impacts. |

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|  | STATEMENT/PROCEDURE |
|  | The Organisation does not currently undertake any design activities or other similar processes addressed by this Section of the Standard. Should this situation change, by customer demand or any other reason, appropriate procedures will be developed and introduced. The Management Review process continuously monitors this situation. |

8 - OPERATION

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| 8.4 | Control of externally provided products and services |
| 8.4.1 | General |
| Summary  of  Requirements | The conformity of externally provided processes, products and services to requirements shall be ensured by the Organisation.  The controls to be applied to externally provided processes, products and services shall be determined by the Organisation when:   1. There is an intention to incorporate products and services from external providers into the Organisation’s own products and services 2. There is a direct provision of products and services to the customer(s) by external providers on behalf of the Organisation 3. Provision of a process, or part of a process, is made by an external provider due to a decision made by the Organisation.   Criteria for the evaluation, selection and monitoring of performance and re-evaluation of external providers shall be determined and put into practice by the Organisation, according to their ability to provide processes or products and services in line with requirements. Documented information of these activities and any required actions arising from the evaluations shall be kept by the Organisation. |
| 8.4.2 | Type and extent of control |
| Summary  of  Requirements | The Organisation shall ensure that its ability to consistently deliver conforming products and services to its customers shall not be adversely affected by externally provided processes, products and services.  The following shall be carried out by the Organisation:   1. The Organisation shall ensure that externally provided processes stay within the control of its Quality Management System 2. Both the controls that it intends to apply to an external provider and those it intends to apply to the resulting output shall be defined |

8 - OPERATION

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| 8.4 | Control of externally provided products and services (continued) |
| 8.4.2 | Type and extent of control (continued) |
| Summary  of  Requirements(continued) | 1. The following shall be considered:    1. The way in which the externally provided processes, products and services might potentially impact the Organisation’s position regarding its consistent fulfilment of customer and applicable statutory and regulatory requirements    2. The degree to which the controls applied by the external provider are effective. 2. It shall be ensured that the externally provided processes, products and services fulfil requirements through the determination of the required verification or other activities. |
| 8.4.3 | Information for external providers |
| Summary  of  Requirements | The suitability of requirements shall be ensured by the Organisation before they are communicated to the external provider.  The Organisation’s requirements for the following shall be communicated to external providers:   1. The provision of processes, products and services 2. The approval of the following:    1. Products and services    2. Methods, processes and equipment    3. The release of products and services. 3. Competence, which includes any essential qualification of persons 4. The external providers’ interactions with the Organisation 5. The Organisation’s application of control and monitoring of the external providers’ performance 6. Activities relating to verification or validation that the Organisation, or its customer, plans to carry out at the external providers’ premises. |

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|  | STATEMENT/PROCEDURE |
|  | **Purchasing process**  A List of Approved Suppliers and Sub-contractors is maintained.  **Purchasing Information**  Assessments of suppliers and sub-contractors take into account a variety of factors, including quality approvals and previous experience.    **Verification of purchased product**    A numbered purchase order system is used, and the format of a typical Purchase Order is as follows:  1. Purchase order number  2. Date  3. Name and address of supplier or sub-contractor  4. Date required  5. Account number  6. Quantity  7. Stock code  8. Description  9. Unit price  10. Total  Verification of the purchased product or material is evidenced by the signature of a responsible person on the incoming Delivery Note.  If the purchased product or material is found to be defective or deficient, then it is isolated until such time as it may be replaced, repaired, exchanged or returned to the supplier for the issue of a Credit Note.  If the purchased product, material or service is defective or deficient, then this is recorded on a Non-compliance Log. |

8 - OPERATION

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| 8.5 | Production and service provision |
| 8.5.1 | Control of production and service provision |
| Summary  of  Requirements | Production and service provision shall be put into practice by the Organisation under controlled conditions.  Controlled conditions include the following, as applicable:   1. The availability of documented information, defining:    1. The characteristics of the products to be manufactured, the services to be delivered, or the activities to be carried out    2. The results to be accomplished 2. The availability and use of appropriate monitoring and measuring resources 3. In order to ensure that criteria for control of processes or outputs, and acceptance criteria for products and services, have been met, monitoring and measurement activities shall put into practice at appropriate stages 4. Suitable infrastructure and environment shall be used for the operation of processes 5. Competent persons shall be appointed, which includes any necessary qualification 6. The ability to achieve planned results of the processes for production and service provision, where the resulting output cannot be verified by monitoring or measurement carried out afterwards, shall be validated and periodically revalidated 7. Preventive actions shall be carried out to avert human error 8. Release, delivery and post-delivery activities shall be put into practice. |

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|  | STATEMENT/PROCEDURE |
|  | All staff carry out their work reflecting:   1. Agreements with customers 2. Their skills, training, qualifications and experience 3. Further instructions from more senior management 4. Further instructions from customers. |

8 - OPERATION

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| 8.5 | Production and service provision (continued) |
|  | **Each Customer Order is analysed to determine the requirements for the job. Jobs are classed as ‘Routine’ or Non-routine’. A Job Title Sheet is set up for each job as follows:**  1. Customer Name  2. Address  3. Site Address  4. Customer Contact Name  6. Position  6. Telephone/Mobile  7. Customer Order No.  8. Start Date  9. General Job Description  10. Tool Box Talking Points  **For routine jobs, the details are set up on a Routine Job Sheet (Legionella Control Site Service Certificate) as follows:**  1. Customer Name  2. Address  3. Site Address  4. Telephone  6. Routine service being completed  6. Time  7. Date  8. Customer’s signature & Printed Name  9. Engineer’s signature & Printed Name  10. One copy is emailed/left on site for Customer’s log book and the others come back to the office and kept in the **Customer’s file.**  For non-routine jobs, the details are recorded on a Non-Routine Job Sheet (Legionella Control Site Service Certificate) as follows:  1. Customer Name & Address  2. Date of Job  3. Start Time  4. Order Reference  6. Job Description  6. Deviations reported to clients  7. Engineer’s Signature & Printed Name  8. Customer’s Signature & Printed Name  9. One copy is emailed/left on site for the Customer’s log book and the others come back to the office and kept in the  Customer’s file. |

8 - OPERATION

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| 8.5 | Production and service provision (continued) |
| 8.5.2 | Identification and traceability |
| Summary  of  Requirements | Suitable means shall be used by the Organisation to identify outputs when it needs to ensure that products and services conform to requirements.  The status of outputs regarding monitoring and measurement requirements throughout production and service provision shall be identified by the Organisation. When traceability is a requirement, the unique identification of the outputs shall be controlled and in order to enable traceability, the required documented information shall be kept. |

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|  | STATEMENT/PROCEDURE |
|  | 1. Quotations are identified and traced by the name of the prospective customer and date  2. Sale Orders and Order Acknowledgements are identified and traced by the sales order number  3. The purchase order number is used to identify and trace Purchase Orders  4. Job Sheets are identified and traced by the job number |

8 - OPERATION

|  |  |
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| 8.5 | Production and service provision (continued) |
| 8.5.3 | Property belonging to customers or external providers |
| Summary  of  Requirements | While under the Organisation’s control or in use by the Organisation, care shall be exercised with customer-owned property or property owned by external providers.  The identification, verification, protection and safeguarding of customers’ or external providers’ property which has been provided for use or is to be incorporated into the products and services.  The customer or external provider shall be notified in the event that the property of a customer or external provider is lost, damaged or otherwise found to be unsuitable for use, and documented information on what has occurred shall be kept. |

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|  | STATEMENT/PROCEDURE |
|  | On arrival at site a Site Hazard Assessment/Risk Assessment is completed by a Site Supervisor in the presence of a site escort before any work is started  Details Include:  1. Customer Name  2. Site Address  3. Task to be completed  4. Contact Name & Number  5. Special Instructions & Remarks  6. Name of Assessor & Signature  7. Date |

8 - OPERATION

|  |  |
| --- | --- |
| 8.5 | Production and service provision (continued) |
| 8.5.4 | Preservation |
| Summary  Of  Requirements | In order that conformity to requirements is ensured, outputs shall be preserved by the Organisation during production and service provision to the extent necessary. |

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|  | STATEMENT/PROCEDURE |
|  | **IDENTIFICATION** |
|  | All documents are stored in appropriate files, cabinets or software storage devices  Hire equipment is identifiable by the type of equipment and the hirer’s unique marking |
|  | **PROTECTION** |
|  | All materials are stored in an environment appropriate to the product  The Organisation ensures that all materials held and within their jurisdiction is subject to conditions that prevent deterioration, contamination or damage.  Whenever appropriate material quality is preserved by careful handling and appropriate transportation |
|  | **HANDLING** |
|  | When the handling of the materials is a vital component of the Organisation’s service provision, all precautions are taken to ensure that such items are handled in accordance with:  a. Legislation relating to the materials of Organisation’s activities  b. Individual/Personal training or qualification  c. Relevant site regulations  d. Good working practices |
|  | In addition, all staff are made aware of such requirements.  All equipment is used with due regard to the relevant Health and Safety guidelines |
|  | **STORAGE** |
|  | Whenever applicable Risk Assessments and appropriate Method Statements are prepared for the storage of materials, plant and tools etc.  The Organisation ensures that all materials, including client supplied materials, if applicable are stored in accordance with the relevant:  a. Manufacturer’s guidelines  b. Legislation  c. Safety requirements for the product |

8 - OPERATION

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| --- | --- |
| 8.5 | Production and service provision (continued) |
| 8.5.5 | Post-delivery activities |
| Summary  of  Requirements | Requirements for post-delivery activities related to the products and services shall be fulfilled by the Organisation.  The Organisation shall consider the following as it determines the extent of post-delivery activities required:   1. Any requirements of a statutory or regulatory nature 2. The possible unwanted consequences related to its products and services 3. The products’ and services’ nature, use and planned lifetime 4. Customer requirements 5. Customer feedback. |

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|  | STATEMENT/PROCEDURE |
|  | If any Job undertaken has a Non-Conformance, the investigation will confirm the organisation’s liability for rectification and action taken as required. |
|  | Any product purchased from an Approved Provider and installed by the organisation if confirmed faulty, will have the statutory OEM warranty on the item. |

8 - OPERATION

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| 8.5 | Production and service provision (continued) |
| 8.5.6 | Control of changes |
| Summary  of  Requirements | Changes for production or service provision shall be reviewed and controlled by the Organisation to the extent necessary so that continuing conformity with requirements is ensured.  Documented information which details the results of the review of changes, the person(s) authorising the change, and any necessary actions resulting from the review shall be kept by the Organisation. |

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|  | STATEMENT/PROCEDURE |
|  | A formal change control process is in place to ensure the proper evaluation and approval of all proposed significant changes to production and service provision. |
|  | All significant changes proposed for the Quality Management System are recorded on a Quality Change Control Record/Register, including:   1. Details of proposed change 2. Purpose and consequences of change 3. Resource availability 4. Responsibilities and authorities. |
|  | The proposed changes are then considered at a Management Review and a decision is taken as to whether and how they are to be implemented. |

8 - OPERATION

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| 8.6 | Release of products and services |
| Summary  of  Requirements | In order to verify that the product and service requirements have been fulfilled, planned arrangements shall be put into practice by the Organisation at appropriate stages.  Unless given approval by an appropriate authority and, as applicable, by the customer, the release of products and services to the customer shall not take place before the satisfactory completion of planned arrangements.  Documented information shall be kept by the Organisation regarding the release of products and services. The documented information includes:   1. Evidence of conformity with the acceptance criteria 2. Traceability to the person(s) having authority to allow the release. |

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|  | STATEMENT/PROCEDURE |
|  | A Site Service Certificate is produced at the end of a routine or Non Routine Job, this includes;  1. Client Name/ Address & Contact details  2. Order Reference Number  3. Date of job  4. Job Description  5. Deviations reported to client  6. Engineers signature to indicate the job has been completed to a satisfactory Level  7. Customer signature to indicate they are satisfied with the completed work  A copy of the signed Sampling Results Certificate is retained in the client’s personal file where appropriate.  The standard and quality of the services provided are reviewed or inspected during all stages of service delivery. |

8 - OPERATION

|  |  |
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| 8.7 | Control of non-conforming outputs |
| 8.7.1 |  |
| Summary  of  Requirements | When outputs do not conform to their requirements, the Organisation shall ensure that these are identified and controlled for the prevention of any unintended use or delivery.  Based on the nature of the non-conformity and its effect on the conformity of products and services, appropriate action shall be taken by the Organisation. Any appropriate action shall also be taken by the Organisation regarding any non-conforming products and services detected after delivery of products, during or after the provision of services.  Non-conforming outputs shall be dealt with in one or more of the following ways:   1. Correction 2. Segregation, containment, return or suspension of provision of products and services 3. Notifying the customer 4. Acquiring authorisation for acceptance under concession.   When non-conforming outputs are corrected, conformance with any requirements shall be ensured through verification. |
| 8.7.2 |  |
| Summary  of  Requirements | Documented information shall be kept by the Organisation that:   1. Details the non-conformity 2. Details any actions taken 3. Details any concessions obtained 4. Designates the authority deciding the action regarding the non-conformity. |

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|  | STATEMENT/PROCEDURE |
|  | All significant non-conformances are reported to management for completion of a Non-Conformance Report. The following procedure, outlined on the following page, outlines the process. |

8 - OPERATION

|  |  |
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| 8.7 | Control of non-conforming outputs (continued) |
|  | All materials, products, services and sub-contractor performance not meeting the required specification are clearly identified and/or segregated pending a decision regarding their further disposition. |
|  | The purchase originator is responsible for all negotiations with the supplier and the outcome is recorded on the suppliers Delivery Note and a Non-conformance Report, where required. |
|  | Where considered necessary, a copy of the Non-conformance Report is sent to the supplier for appropriate action. |
|  | Copies of all supplier Non-conformance Reports are forwarded to the Quality Manager for analysis at future Management Review. |
|  | Customer complaints are recorded on a Non-conformance/Customer Complaint Report with the customer name or contract number and the details of the complaint recorded. |

9 - PERFORMANCE EVALUATION

|  |  |
| --- | --- |
| 9.1 | Monitoring, measurement, analysis and evaluation |
| 9.1.1 | General |
| Summary  of  Requirements | The following shall be determined by the Organisation:   1. Items requiring monitoring and measurement 2. In order to ensure valid results, any required methods for monitoring, measurement, analysis and evaluation 3. Scheduling of the monitoring and measuring 4. Scheduling of analysis and evaluation of the results from monitoring and measurement.   The performance and effectiveness of the Quality Management System shall be evaluated by the Organisation.  Appropriate documented information shall be kept by the Organisation as evidence of the results. |

|  |  |
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|  | STATEMENT/PROCEDURE |
|  | The Organisation monitors, measures, analyses and improves its processes in order to:   1. Demonstrate conformity of its activities 2. Ensure conformity to the Quality Management System 3. Continually improve the effectiveness of the Quality Management System. |
|  | The Organisation continuously employs statistical analysis techniques to measure and monitor product improvement and conformity. These techniques may relate to:   1. Data analysis 2. Performance testing 3. Defect analysis 4. Design process review 5. Design verification. |

9 - PERFORMANCE EVALUATION

|  |  |
| --- | --- |
| 9.1.1 | General (continued) |
|  | Information obtained by such statistical analysis may relate to:   1. Trends 2. Operational performance 3. Levels of customer satisfaction 4. Overall effectiveness and efficiency. |
|  | Monitoring and measurement of processes are achieved by implementation of the procedures set out in Sections 9.2 (Internal audit) and 9.3 (Management review). |
|  | Documents used to facilitate the monitoring and measurement of processes include but are not limited to:   1. Quality Audit Records 2. Customer Feedback Records 3. Non-conformance Records |

9 - PERFORMANCE EVALUATION

|  |  |
| --- | --- |
| 9.1 | Monitoring, measurement, analysis and evaluation (continued) |
| 9.1.2 | Customer satisfaction |
| Summary  of  Requirements | Customers’ perceptions of the extent to which their requirements and expectations have been met shall be monitored by the Organisation. The methods for acquiring, monitoring and reviewing this information shall be determined by the Organisation.  Customer surveys, customer feedback on delivered products and services, meetings with customers, market-share analysis, compliments, warranty claims and dealer reports are all examples of monitoring customer perceptions. |

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|  | STATEMENT/PROCEDURE |
|  | Top Management maintains close relationships with customers and actively monitors their level of satisfaction with the Organisation’s activities.  Testimonials and general feedback is collected and maintained when available. |
|  | Customer annual reviews are maintained for all Routine customers by visits made on an annual basis. |
|  | The Organisation’s personnel carry out routine monitoring of the levels of customer satisfaction as part of their day-to-day duties. |
|  | Non-Routine-Customer satisfaction emailed on an ad hoc basis to retrieve customer satisfaction data. |

9 - PERFORMANCE EVALUATION

|  |  |
| --- | --- |
| 9.1 | Monitoring, measurement, analysis and evaluation (continued) |
| 9.1.3 | Analysis and evaluation |
| Summary  of  Requirements | Appropriate data and information arising from monitoring and measurement shall be analysed and evaluated by the Organisation.  The following shall be evaluated using the results of analysis:   1. Conformity of products and services 2. The level of customer satisfaction 3. The performance and effectiveness of the Quality Management System 4. The extent to which planning has been put into practice effectively 5. How effective any actions taken to address risks and opportunities have been 6. External providers’ performance 7. The necessity for improvements to the Quality Management System. |

|  |  |
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|  | STATEMENT/PROCEDURE |
|  | The following data is analysed in order to identify trends and opportunities for preventive and/or improvement actions:   1. Customer Satisfaction Monitoring Records 2. Product and/or Service Conformity Records 3. Product and/or service trends 4. Results of internal Quality Audits as a measurement of the effectiveness of the Quality Management System 5. Non-conformance Records. |
|  | The analysed data is presented as critical input into the Management Review process set out in Section 9.3. |

9 - PERFORMANCE EVALUATION

|  |  |
| --- | --- |
| 9.2 | Internal audit |
| 9.2.1 |  |
| Summary  of  Requirements | Internal audits shall be carried out at planned intervals by the Organisation for the provision of information regarding whether the Quality Management System:   1. Conforms to:    1. The Organisation’s own requirements for its Quality Management System    2. The requirements of the International Standard 2. Is put into practice and maintained effectively. |
| 9.2.2 |  |
| Summary  of  Requirements | The following shall be carried out by the Organisation:   1. An audit programme(s), including the frequency, methods, responsibilities, planning requirements and reporting shall be planned, set up, put into practice and maintained, taking into consideration the importance of the related processes, changes affecting the Organisation, and previous audit results 2. For each audit, the audit criteria and scope shall be defined 3. Auditors shall be selected and audits conducted to ensure objectivity and the impartiality of the audit process 4. The Organisation shall ensure that relevant management are notified of audit results 5. Appropriate correction and corrective actions shall be undertaken in a timely manner 6. Documented information shall be kept to demonstrate that the audit programme and the audit results are being put into practice. |

|  |  |
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|  | STATEMENT/PROCEDURE |
|  | A Quality Audit Programme is maintained by the Quality Auditor ensuring that every Section of the Quality Management System is verified at least annually. |
|  | More frequent Quality Audits may be organised by the Quality Auditor depending on the importance of the activities being audited. |

9 - PERFORMANCE EVALUATION

|  |  |
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| 9.2 | Internal audit (continued) |
|  | Internal Quality Audits are carried out according to the following procedures: |
|  | At the beginning of every month, the Auditor consults the Quality Audit Programme and establishes which, if any, parts of the Quality Management System are to be audited during the coming month. |
|  | A member of staff, whenever possible independent of the activity to be audited, is appointed by the Director. |
|  | The Auditor refers to the Quality Manual and determines the activities to be audited. |
|  | The Auditor selects a representative number of records to be audited on a random basis. |
|  | The Auditor advises any personnel concerned that a Quality Audit is being undertaken and answers any questions they may have regarding the audit. |
|  | The Auditor examines the records selected in order to determine whether the activities identified above have been carried out correctly. |
|  | The Auditor keeps a record of the process and the findings of the Quality Audit. |
|  | The Quality Audit Record and all other documents relating to internal audits are passed to the (Job Title). |
|  | The Quality Audit Record and all other documents relating to internal Quality Audits are retained for inspection by QMS International at the annual external Quality Audit. |
|  | All issues arising from the internal Quality Audit requiring immediate attention are discussed with the appropriate personnel and a record is kept on a Quality Audit Report or Management Information Report as appropriate. |
|  | The Quality Manager ensures that the Quality Audit results are discussed at the next Management Review. |

9 - PERFORMANCE EVALUATION

|  |  |
| --- | --- |
| 9.3 | Management Review |
| 9.3.1 | General |
| 9.3.2 | Management Review inputs |
| 9.3.3 | Management Review outputs |
| Summary  of  Requirements | At planned intervals the Organisation’s Quality Management System shall be reviewed by top management so that its ongoing suitability, adequacy, effectiveness and alignment with the strategic direction of the Organisation may be ensured. |

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|  | STATEMENT/PROCEDURE |
|  | As part of the initial implementation of the Quality Management System, a Management Review was held during the first two months of its adoption in accordance with the procedures set out below. |
|  | A Management Review is carried out at not greater than annual intervals and addresses, in addition to general matters, the following:   1. Non-conformance Records 2. Status of corrective actions 3. Management Information trend analysis 4. Follow up actions from earlier Management Reviews 5. The extent to which Quality Objectives have been met 6. Monitoring and measurement results, including audits 7. The effectiveness of actions taken to address risks and opportunities 8. Changes in the external and internal issues that could affect the Quality Management System, including requirements for additional or revised resources 9. The Organisation’s Quality Policy, Objectives and goals in order to determine whether they remain relevant to the requirements of customers and management 10. The overall operation of the Organisation’s Quality Management System in order to determine its continuing suitability and effectiveness |

9 - PERFORMANCE EVALUATION

|  |  |
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| 9.3 | Management Review (continued) |
| 2./  continued | 1. Opportunities for improvement 2. The performance of external providers, including any required actions resulting from unsatisfactory performance 3. Staff training and competence requirements 4. Customer satisfaction and feedback from relevant interested parties. |
|  | The agenda and minutes of Management Reviews are retained in accordance with Section 7.5.3. |

10 - IMPROVEMENT

|  |  |
| --- | --- |
| 10.1 | General |
| Summary  of  Requirements | Opportunities for improvement shall be determined and selected by the Organisation and any necessary actions to fulfil customer requirements and improve customer satisfaction shall be carried out.  Included in these are:   1. The improvement of products and services to fulfil requirements as well as for addressing future needs and expectations 2. Correcting, preventing or reducing unwanted effects 3. The improvement of the performance and effectiveness of the Quality Management System. |

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|  | STATEMENT/PROCEDURE |
|  | The effectiveness of the Quality Management System is continually reviewed and improved through the Management Review process set out in Section 9.3 and by:   1. The application of the Quality Policy 2. The application of the Quality Objectives 3. Quality Audits 4. Analysis of data 5. Corrective actions 6. The evaluation and treatment of risks and opportunities 7. Circulation of Management Review Minutes. |

10 - IMPROVEMENT

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| 10.2 | Non-conformity and corrective action |
| 10.2.1 |  |
| Summary  of  Requirements | In the event of a non-conformity, including any resulting from complaints, the Organisation shall do the following:   1. Respond to the non-conformity and, as applicable:    1. Take measures to control and correct it    2. Handle the outcomes. 2. Assess the requirement to act to remove the cause(s) of the non-conformity, to prevent its occurrence or recurrence elsewhere, through:    1. The review and analysis of the non-conformity    2. The determination of the causes of the non-conformity    3. The determination of whether similar non-conformities exist, or could potentially occur. 3. Put any necessary action into practice 4. Review the effectiveness of any corrective action carried out 5. If necessary, update risks and opportunities ascertained at planning stage 6. If necessary, make changes to the Quality Management System   Corrective actions shall be appropriate to the effects of the non-conformities in question. |
| 10.2.2 |  |
| Summary  of  Requirements | Documented information shall be kept as evidence of the following:   1. The nature of the non-conformities and any actions taken subsequently 2. The results of any corrective action. |

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|  | STATEMENT/PROCEDURE |
|  | In order to achieve continual improvement, the causes of problems that have been identified will be investigated and action taken to avoid recurrence in accordance with the following procedures below |
|  | Each Non-Conformance Report form will be reviewed and an appropriate corrective action will be added to the form in close liaison with the relevant parties.  Note: As previously described within the non-conformance procedure all non-conformance requiring corrective action will be recorded on a Non- Conformance Report form. |
|  | A copy of the agreed Corrective Action (within the non-conformance form) will be passed to those responsible for the corrective action. |
|  | The corrective action will be dealt with within the agreed timescale. |
|  | At a suitable time (no later than the next internal audit of the area that raised the Non-Conformance) the corrective action will be reviewed to ensure that it was effective. |
|  | When a corrective action is found to be ineffective it will then be re-examined and alternative action taken until the corrective action is successful. |
|  | When a corrective action is found to be effective the Corrective Action will be signed off and permanently filed. |

10 - IMPROVEMENT

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| 10.3 | Continual improvement |
| Summary  of  Requirements | The suitability, adequacy and effectiveness of the Quality Management System shall be continually improved by the Organisation.  The results of analysis and evaluation, and the outputs from Management Review, shall be considered by the Organisation so that any needs or opportunities requiring attention as part of continual improvement may be determined. |

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|  | STATEMENT/PROCEDURE |
|  | The Organisation ensures continual improvement of the suitability, adequacy and effectiveness of the Quality Management System by application of the procedures documented in Section 10.1.  The Company is continually striving to achieve improvements to its business through improvement of its processes, policies and objectives. Where possible steps are taken to review operations and implement necessary changes for improvement.  Opportunities to identify preventive action will occur in the following:   * Management Meetings * Staff Briefing and feedback sessions * At Management Review Meetings * During normal working   Note: Preventive action is action that is taken to avoid the occurrence of a problem (as opposed to corrective action which an action is taken to prevent the re-occurrence of a problem). |

**APPENDIX A**

#### Definitions

“the Standard” BS EN ISO 9001: 2015 Quality management systems- Requirements

“management system” The defined methods, practices and organisation to meet the requirements of the Client. The term Quality Management System is synonymous.

“management manual” The documented quality system. The documented procedures may be a separate section.

“management procedures” The procedures documenting the quality systems.

"controlled copy" The issue of a document that will be updated whenever it is revised.

"controlled issue" The issue of a document where proof of receipt is sought from the recipient.

Note: The words "shall", "must" and "will" denote a mandatory requirement and "should" denotes a recommendation. The word "may" denotes permission and is neither a recommendation nor a requirement.

**APPENDIX B**

This Quality Policy outlines the Company commitment to serving Customers and confirms each employee’s responsibility for continuous Quality improvement. At the Company Quality means “consistently meeting or exceeding Customer expectations”. Quality is not considered to be an “add-on” to work carried out but a fundamental and intrinsic component of all activities that contribute to the delivery process.

Meeting or exceeding expectations requires close contact with current and potential Customers to determine their needs and to measure their satisfaction. This information is to be used to drive the process of continuously improving our products and services. Management is responsible for soliciting employee input and providing the resources, training and leadership to sustain continuous improvements in customer satisfaction.

All work is to be done in accordance with our documented procedures that meet ISO 9001:2015 requirements as a minimum. These ensure that Customer requirements are met, that the costs of poor quality are identified and minimised and that improvements can be implemented in a consistent and controlled manner. Given the criticality of Quality to the success of the Company, the use of required Procedures is mandatory.

The law requires that many of our products and services be approved by external agencies. The Company policy is to obtain all such relevant approvals as they arise.

To provide focus, and a basis for ongoing measurement, the following Quality Objectives define how the aims of our Quality Policy will be achieved. We will review these objectives formally at regular 6 monthly intervals and on an ongoing basis at monthly Senior Leadership Team Meetings. The Quality Objectives at the Company are as follows;

* To establishing effective communication with current and potential customers
* To involve all employees in continually improving business processes
* To ensure all employees are appropriately trained and fully competent to perform their job responsibilities
* To ensure that we fully comply with all legal requirements and are aware of all current and changing legislation that relates to our business, including relevant environmental legislation
* To maintain effective mechanisms to continually monitor and measure performance and take appropriate action when opportunities for improvement are identified.
* To operate under a formal, disciplined business management system based upon the requirements of ISO 9001:2015
* Commit to the health, safety and welfare of all its staff. Visitors to the Company will be treated with respect, and due consideration will be given to their safety while on site.
* To ensure that staff recruitment, training, development and retention at all levels will provide full and effective service to its users.

Signed.............................. Date.............................

**APPENDIX C**

**Organisation Chart**

Director

Company Manager/

Company Secretary

Quality Manager

Site Supervisor

Administration/

Account Manager

Administration/

Account Manager

Engineers

Sales Manager

Quality Management Team Members

Quality Management Team Members

APPENDIX D

BUSINESS FLOW CHART



APPENDIX E

# Index of Management Procedures

|  |  |
| --- | --- |
| Title | Reference |
| ISO 9001: Mandatory Procedures |  |
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| Control of Non-conformance | 9001-2015 |
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| Preventive Action | 9001-2015 |
|  |  |
| Operational Procedures |  |
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| Knowledge Matrix | CCA 2.1 |
| Employee’s competence is measured by unannounced site visits | CCA2.2 |
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| Customer satisfaction Questionnaire | CCA2.3 |
| Annual Internal Audit | CCA7.1 |
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APPENDIX F.1 (Management Forms)

# Management Review Meeting Agenda-9001-2015

1. **Non-conformance Records**

**2. Status of corrective actions**

**3. Management Information trend analysis**

**4. Follow up actions from earlier Management Reviews**

**5. The extent to which Quality Objectives have been met**

**6. Monitoring and measurement results, including audits**

**7. The effectiveness of actions taken to address risks and opportunities**

**8. Changes in the external and internal issues that could affect the Quality Management System, including requirements for additional or revised resources**

**9. The Organisation’s Quality Policy, Objectives and goals in order to determine whether they remain relevant to the requirements of customers and management**

**10. The overall operation of the Organisation’s Quality Management System in order to determine its continuing suitability and effectiveness**

**11. Opportunities for improvement**

**12. The performance of external providers, including any required actions resulting from unsatisfactory performance**

**13. Staff training and competence requirements**

**14. Customer satisfaction and feedback from relevant interested parties**

**APPENDIX F.2**

# Non-Conformance Report

|  |  |  |
| --- | --- | --- |
| NCR No. : | Date: | Audit No. :  (where relevant) |
| Description of Non-Conformance  Raised due to : (delete not applicable) Internal Audit / Customer Complaint / Normal Working  Reported by : | | |
| Remedial Action (fix immediate problem) | | |
| Action by : To be completed by : (date) | | |
| Action to Prevent Recurrence (the corrective action | | |
| Action by : To be completed by : (date) | | |
| Corrective Action Completed  Managing Director (signed) (date) | | |

**APPENDIX F.3**

# Internal Audit Report- See other Variants

|  |  |  |
| --- | --- | --- |
| Audit No. : | Date : | No. of Non-conformances raised : |
| Processes/Procedure Being Audited: |  | |
| Auditor: |  | |
| Auditee(s): |  | |
| Summary of Audit Findings (what was discovered during the audit) | | |
| Observations / Recommendations (is there anything that should be considered that was not included on a non-conformance report?) | | |
| Audit Completion  Auditor (signed) (date) | | |

**APPENDIX F.4**

# Supplier Evaluation Questionnaire

|  |  |  |
| --- | --- | --- |
| **Name of Company** |  | |
| **Address** |  | |
| **Contact** |  | |
| **Tel:** | | **Fax:** |

The above company should be considered for inclusion within the Approved Suppliers List after consideration of the following information:

|  |  |  |  |
| --- | --- | --- | --- |
| A | **Product / Service to be supplied:** | | |
| **ITEM** | **CONSIDERATION** | **YES** | **NO** |
| B | I have had recent experience of the company’s ability in respect of the company’s requirements. Detail below: |  |  |
| C | They have been recommended to me by a reliable source with first hand experience or references. Detail references below: |  |  |
| D | They have certification to BS EN ISO 9001 for the services included in “A” above (attached copy of certification and scope). Detail below: |  |  |
| E | Our client has nominated the company. (The client should be informed if the company have any reservations and note your intended controls to ensure quality is maintained if B, C, D, F or G do not apply). Detail below: |  |  |
| F | There is no other source available to me / or B, C, D or E above do not apply. (Include notes of intended controls to ensure supplier performs to required standard). Detail below: |  |  |
| G | The company’s management system has been assessed by the Quality Manager and approved. Detail below: |  |  |
| Detail additional control required of supplier (Add details to reverse or separate sheet) | | | |
| Copy of any relevant insurance (required YES…… NO……..) | | | |

**APPENDIX F.6**

**Customer Satisfaction Survey (Email or Telephone-Based)**

Contract No:

Contract Title:

Client Name and Address:

Client Contact Name and Position

Date Client Contacted:

Customer Satisfaction Telephone Survey Conducted by:

1. What was your initial impression of the efficiency, professionalism & quality of information provided by SAS staff whilst booking the job?
2. What was your overall impression of the performance of our engineers?

e.g. following your occupational health & safety procedures.

1. On a scale of 1 to 10 how would you rate your level of satisfaction of the completion of the job? (1 being poor, 10 being excellent.

Customer Comments

**APPENDIX F.7**  LCA:CCA2.3

Customer Annual Review Sheet

Customer Name:……………………………………………………………

Organisation/Company ……………………………………………………

Date:………………………………………………………………………..

E-mail address for responsible person:…………………………………….

# Responsibilities

Are the persons named still correct? **YES / NO**

If No enter name below:

………………………………………………………….

1. Are the divisions of responsibility still correct? **YES / NO**

If No enter changes below:

………………………………………………………………..

………………………………………………………………...

………………………………………………………………..

………………………………………………………………...

# Service Satisfaction

* 1. Are you happy with the quality of our staff? **YES / NO**

Please Comment:

………………………………………………………………..

………………………………………………………………..

………………………………………………………………..

………………………………………………………………..

………………………………………………………………..

1. Are you happy with the service? **YES / NO**

Please Comment:

………………………………………………………………..

………………………………………………………………..

………………………………………………………………..

………………………………………………………………..

1. Are there any changes you would make to

the service? **YES / NO**

Please Comment:

…………………………………………………………………

…………………………………………………………………