



The Old Bakery, Tan Yard Lane, Bexley, Kent DA5 1AH

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# QUALITY MANUAL

ISO 9001:2015

QUALITY MANAGEMENT SYSTEM

Version Number: 5.1

Dated: 30/10/2018



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## APPROVAL

The signatures below certify that this management system manual has been reviewed and accepted, and demonstrates that the signatories are aware of all the requirements contained herein and are committed to ensuring their provision.

	Name	Signature	Position	Date
Prepared by	Melanie Willey		Office Manager	27/11/2018
Reviewed by	Richard Carter		Director	27/11/2018
Approved by	Alan Ager		CEO	27/11/2018

## AMENDMENT RECORD

This quality manual is reviewed to ensure its continuing relevance to the systems and process that it describes. A record of contextual additions or omissions is given below.

Page No.	Context	Revision	Date

## COMPANY PROPRIETARY INFORMATION

The electronic version of this document is the latest revision. It is the responsibility of the individual to ensure that any paper material is the current revision. The printed version of this manual is uncontrolled, except when provided with a document reference number and revision in the field below.

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## 1. INTRODUCTION

M & A Installations Ltd has developed and implemented a quality management system (QMS), which uses ISO 9001:2015 as framework that allows our organisation to document to improve our practices in order to better, satisfy the needs and expectations of our customers & interested parties.

This manual describes the quality management system, delineates authorities, interrelationships and responsibilities of personnel operating within the management system. The manual also provides references to procedures and activities that also comprise our quality management system.

The manual is used to familiarise customers and other external organisations or individuals with the controls that have been implemented and to assure them that the integrity of our quality management system is maintained and is focussed on customer satisfaction and continual improvement.

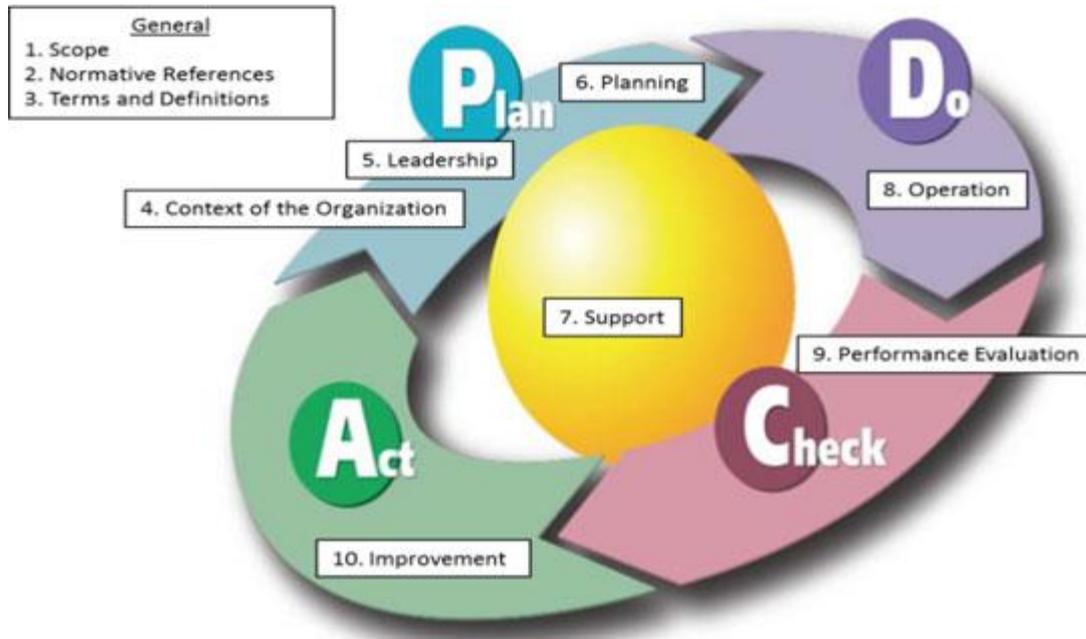
Our quality management system meets the requirements of ISO 9001:2015 and uses the plan, do, check and act approach process planning. Our QMS addresses and supports our strategies for the supply of temporary, contract and permanent personnel.

M & A Installations Ltd, Registered at The Old Bakery, Tanyard Lane, Bexley, Kent, DA5 1AH.

The following table identifies any ISO 9001:2015 requirements, from section 8.0, that are not applicable to our organisation as well as providing a brief narrative to justify their omission from the scope of our QMS.

Clause	Justification for exclusion
8.3	We exclude design and development from our QMS, as we do not design or modify components.

1.2 PLAN-DO-CHECK-ACT Model for ISO 9001:2015





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### 1.3 QUALITY POLICY

It is the policy of **M & A Installations Ltd** to maintain a quality system designed to meet the requirements of ISO 9001:2015 (or any other standard in line with Annex SL Structure) in pursuit of its primary objectives, the purpose and the context of the organisation.

It is the policy of **M & A Installations Ltd** to:

- strive to satisfy the requirements of all of our customers, stakeholders and interested parties whenever possible, meeting and exceeding their expectations;
- comply with all legal requirements, codes of practice and all other requirements applicable to our activities;
- the reduction of hazards, prevention of injury, ill health and pollution;
- provide all the resources of equipment, trained and competent staff and any other requirements to enable these objectives to be met;
- ensure that all employees are made aware of their individual obligations in respect of this quality policy;
- maintain a management system that will achieve these objectives and seek continual improvement in the effectiveness and performance of our management system based on “risk”.

This quality policy provides a framework for setting, monitoring, reviewing and achieving our objectives, programmes and targets.

Customer service is an essential part of the quality process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and its impact on customer service.

To ensure the company maintains its awareness for continuous improvement, the quality system is regularly reviewed by “Top Management” to ensure it remains appropriate and suitable to our business. The Quality System is subject to both internal and external annual audits.

Top Management

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## 2. OVERVIEW OF THE ORGANISATION

**M & A Installations Ltd**, established in 1975, provide **Electrical Contracting** services to the **Commercial** industry. Etc

### 2.1 SCOPE OF REGISTRATION

Provision of Electrical Services

Exclusion of 8.3

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### 3. QUALITY OBJECTIVES

We aim to provide a professional and ethical service to our clients. In order to demonstrate our intentions, Our Management Team will analyse customer feedback data, internal performance data, financial performance data and business performance data to ensure that our Quality Objectives are being met.

We have identified the following Quality Objectives in accordance with SMART (Specific, Measurable, Achievable, Realistic and Timed)

- We will endeavour to deliver our services to specification, on time and to the price quoted  
**This is measured by..... (Project stats, client feedback... )**
- We will conduct our business in an ethical and professional manner  
**This is measured by..... (Customer feedback, no. of compliments..)**
- We will endeavour to satisfy our clients' requirements and get things right first time. Should we make a mistake, we will admit it and rectify the situation as quickly as possible.  
**This is measured by..... (No. of non-conformances, complaints, corrective action reports, customer feedback...)**

## 4. CONTEXT OF THE ORGANISATION

### 4.1 Understanding the organisation and its context

The context of the organisation is demonstrated within this Business Management System and all associated processes connected with the services / products offered.

The legal legislation / regulatory compliance to the service / products offered are listed below/ external to this manual. NOTE: Legislation can be extensive and as such the table can either be removed (to sit as an external document) or used within the manual if you consider the list to be not extensive.

List all Legal and Regulatory Legislation connected with the business	Hyperlink to Legislation etc
NICEIC	
BRITISH ASSESSMENT BUREAU	
CHAS	

Please enter a statement of how your company evaluates legal compliance and how you deem that you are compliant to the above. Also, what is the criteria set for the person evaluating such requirements.

### 4.2 Understanding the needs and expectation of interested parties

Interested Parties	Information Requirements
Directors	e.g. <ul style="list-style-type: none"> <li>Ensure that the business continues to function in a profitable manner without hindrance and bureaucracy.</li> </ul>
Employees	Help with the running of the company
Clients	Help with the revenue of the company
Contractors	Assist our field with the installations
Suppliers	Ensure we have the products to fulfil the contracts
Accountants	Help with our finances for the company
Regulatory Bodies	The accreditations aid us with Tenders
Shareholders	Have a financial interest with the company

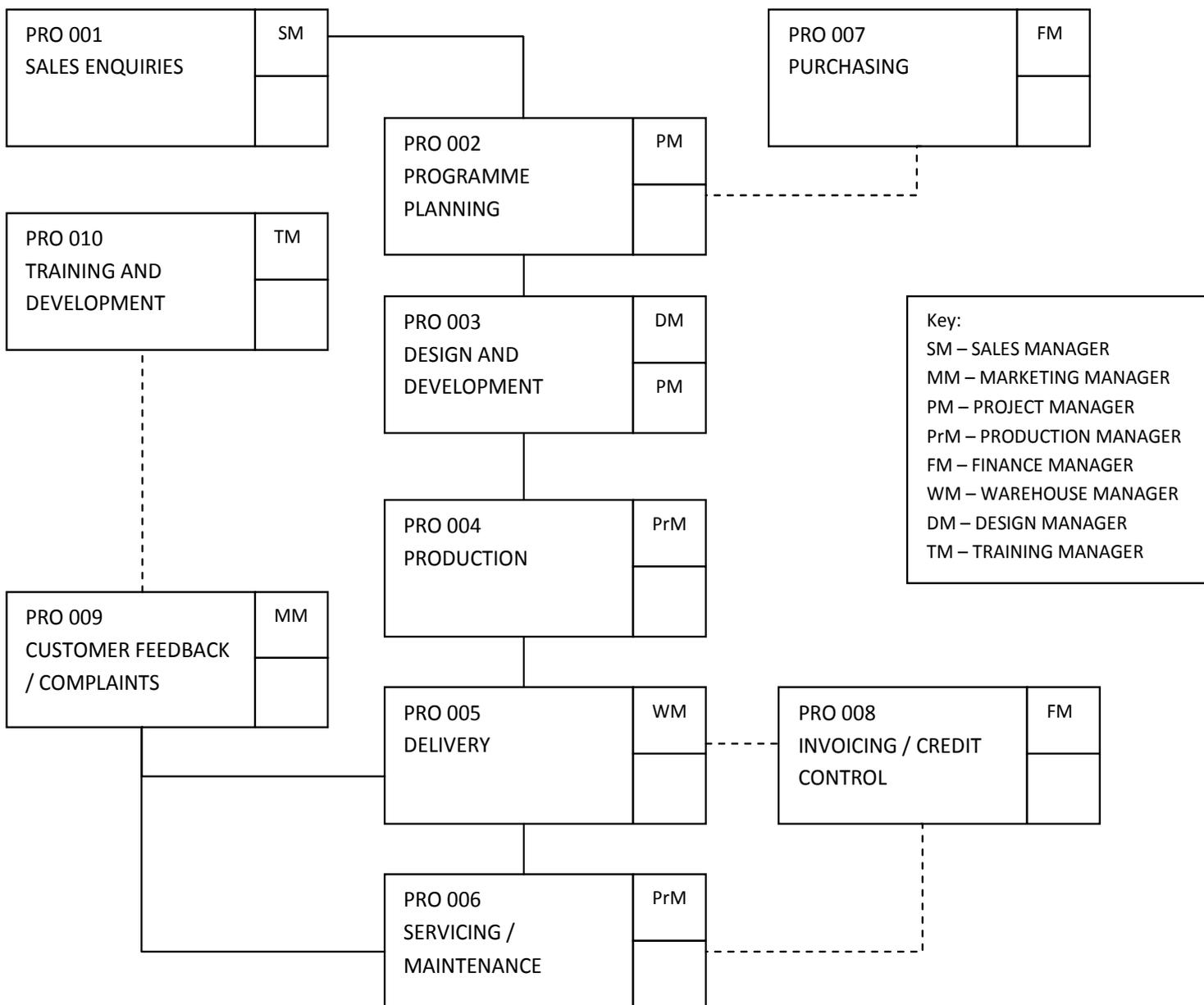
### 4.3 Determining the scope of the quality management system

Based on the analysis of the issues and requirements identified in sections 4.1 & 4.2, M&A Installations Ltd has established the scope of our quality management system in order to implement our objectives and our policies that are relevant to our context, products and any interested parties.

#### 4.4 Quality Management system and its processes

M&A Installations Ltd is responsible for the planning and delivery of its services. We work closely with our partner suppliers and customers to satisfy mutual requirements. We have a flow chart of illustrate the interaction of our core business processes, as shown below:

Enter below a flowchart of all processes involved within organisation  
EXAMPLE SHOWN BELOW





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## 5 LEADERSHIP

### 5.1 Leadership & Commitment

**M&A Installations Ltd** Top Management Team are committed to the development and implementation of a Quality Policy and the Quality Management System which are both compatible with the strategic direction and the context of the organisation, the whole system is frequently reviewed to ensure conformance to the standard. Responsibility has been assigned to ensure that the QMS conforms to the requirements of the respective standard and the provision to report on performance to the top management team has been defined.

The designated senior Management Representative(s) will ensure that **M&A Installations Ltd** staff are aware of the importance of meeting customer as well as statutory and regulatory requirements, and overall, to contribute to achieving **M&A Installations Ltd** Quality Policy and Objectives which are aligned with the current business plan.

The Senior Management Team is responsible for implementing the QMS and ensuring the system is understood and complied with at all levels of the organisation.

In summary, the Senior Management Team will ensure that:

#### 5.1.1 Leadership and commitment for the quality management system

- The company has a designated Senior Management Representative who is responsible for the maintenance and review of the Quality Management Systems.
- The ongoing activities of **M&A Installations Ltd** are reviewed regularly and that any required corrective action is adequately implemented and reviewed to establish an effective preventative process.
- Measurement of our performance against our declared Quality Objectives is undertaken.
- Resources needed for the BMS are available and employees have the necessary training, skills and equipment to effectively carry out their work.
- Internal audits are conducted regularly to review progress and assist in the improvement of processes and procedures.
- Objectives are reviewed and, if necessary amended, at regular Review meetings and the performance communicated to all staff.
- The BMS is integrated into the organisations business processes.
- Communication covering the importance of the effective BMS and conformance to the BMS requirements is in place.
- Continual improvement is promoted.
- The contribution of persons involved in the effectiveness of the BMS is achieved by engaging, directing and supporting persons and other management roles within their area of responsibility.

#### 5.1.2 Customer Focus

- Customer requirements and applicable statutory and regulatory requirements are determined and met
- The risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed
- The focus on consistently providing products and services that meet customer and applicable statutory and regulatory requirements is maintained
- The focus on enhancing customer satisfaction is maintained

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## 5.2 Quality Policy

The Quality Policy of **M&A Installations Ltd** is located within section 1.3 of this Manual – Quality Policy.

## 5.3 Organisational roles, responsibilities and authorities

**M&A Installations Ltd** has an organisation chart in place (See appendix 1), employee contracts together with job descriptions to ensure that the appropriate personnel are in place to cover the whole context of the organisation and strategy of the business.

## 6 Planning for the Quality Management System

### 6.1 Actions to address risk and opportunities

We have identified the following process as a means of identifying and determining the risks and opportunities that are relevant to our Business Management system. The Risk & Opportunities document is separate to this manual.

Within each of the areas the risks (if any) are identified together with a rating as to the importance of the risk. The associated consequence, severity & mitigation of the risk is also noted together with the probable likelihood of the risk occurring.

We use an Internal Audit sheet to collect and analyse the risks and opportunities

The Risk and opportunities document is reviewed frequently by the Senior Management Team to ensure the effectiveness of the actions have been fulfilled.

Please see below document as demonstration:-

[Risk Management & Opportunities Matrix](#)

### 6.2 Quality Objectives and planning to achieve them

The Quality Objectives and methods of achieving the objectives is located within section 3 of this Manual – Quality Objectives.

### 6.3 Planning of Changes

The Senior Management Team of **M&A Installations Ltd** identify any potential changes, this is then delegated to a responsible person as a “project manager”.

He or she will conduct a “research background” to determine the feasibility of the changes with regards to:-

- Purpose of the change
- Any potential consequences

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- Integration of the quality management system
- The availability of resources
- The allocation or reallocation of responsibilities and authorities
- Technical Skills
- Timescales
- Risks
- Impact

Once completed this then forms part of the Management Review together with including within the internal audit schedule.

Please see below document as demonstration:

[Planning of changes](#)

## **7 Support**

### **7.1 Resources**

#### **7.1.1 General**

M&A Installations Ltd determines and provides the resources needed for the establishment, implementation, maintenance and continual improvement of the quality management system.

We ensure that the below elements are taken into account when completing an evaluation:

- The capabilities of, and constraints on, existing internal resources;
- What needs to be obtain from external providers

#### **7.1.2 People**

Operation and context of the organisation is taken into account when we determine the relevant persons necessary for the effective operation of the quality management system.

#### **7.1.3 Infrastructure**

All of our administration is conducted at our Head Office. This includes:-

- Management of financial matters
- Handling of client orders
- Personnel records

In terms of equipment used to deliver our product / service, asset registers and maintenance records are kept for the following:

- Office Space Ground & First Floor
- Utilities
- Hardware / software
- Technology
- Machinery
- Vehicles
- Plant equipment
- Etc...

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#### 7.1.4 Environment for the operation of processes

M&A Installations Ltd ensures that our office complies with relevant health & safety regulations. The compliance manager carries out our regular compliance audits to ensure that appropriate standards are maintained. Top management is committed to providing:

1. A place of work that is safe, including all equipment and methods of work.
2. Training, instruction, information and supervision for employees.
3. A means of safe handling storage, use and transportation of equipment, materials & chemicals.
4. Safe working environment with good lighting, ventilation, safe passageways, stairs & corridors.

#### 7.1.5 Monitoring and measuring resources

We ensure that all relevant equipment and personnel are monitored and measured to ensure that equipment and personnel are effective for the services / products we offer:-

Equipment: We ensure that all equipment is serviced, maintained and where applicable calibrated to statutory and regulatory requirements (see documented evidence within our maintenance, service and calibration records).

Personnel: We ensure that all personnel are monitored on a regular basis (please see personnel records for training etc). We maintain a monitoring / training matrix as evidence.

#### 7.1.6 Organisation Knowledge

We ensure that “Job Specifications” are produced which include knowledge requirements for each individual role. Specific tests are implemented to ensure that persons are knowledgeable with the specific elements of the role. This could include telephone interview, tests, internal training or vocational certificates.

#### 7.2 Competence

All employees have the training and skills needed to meet their job requirements. All employees are monitored on an ongoing basis to identify any training and development needs. Competences and training needs are identified / satisfied by using:

**Please see below “hyperlinked documentation as demonstration of compliance:**

- Job descriptions which set out the competences required
- Contracts of employment which set out contractual and legal requirements
- [Induction checklists to ensure / check understanding](#)
- [Appraisal reviews to monitor performance](#)
- [Development plans to set objectives](#)
- On the job reviews to ensure / check levels of competence
- Tests of understanding
- [A training / competency matrix](#)

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### 7.3 Awareness

We ensure that all employees are aware of all policies and their contribution to the effectiveness of the Quality Management System through:

- Notice Boards
- Employee Handbook
- Awareness Training
- Induction
- CPD

### 7.4 Communication

For internal admin staff we have regular progress meetings to update jobs, health & safety, finance, training & compliance. Please see progress meeting sheet.

For onsite staff we have tool box talks, site meetings & annual office meetings.

For external persons we ensure our company internet is a source of information and is updated frequently.

### 7.5 Documented Information

#### 7.5.1 General

M&A Installations Ltd demonstrates documented compliance to ISO 9001:2015 through this Business Management System Manual (which includes processes & procedures) on an electronic system which is available to all staff. All information is read only and only accessible via the document owner for amendment.

#### 7.5.2 Creating and updating

The creation of documentation to support the Business Management System is primarily the responsibility of the designated "Top Management Representative".

Identification will be sought by a document number, date and author. To aid the approval and suitability of documents, the Directors of M&A Installations Ltd authorises the release and delegates any training required to the "Top Management Team".

#### 7.5.3 Control of documented information

All documentation is controlled by version and date and is listed on a "Master Document List".

M&A Installations Ltd has an IT company called Nexgen Business in place to avoid the loss of confidentiality, improper use or loss of integrity. Key office computers are backed up daily to an external server and on a local server. Remote office computers / laptops are backed-up monthly to suitable magnetic or digital media.

Control of documents can be seen on the Master Document List and encompasses the following elements:-

- Distribution, Access, Retrieval and use
- Storage and preservation, including preservation of legibility
- Control of changes (e.g. version control)
- Retention and disposition

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Documents can be retrieved by authorised personnel from the storage locations specified *and / or from folders on the network*. Customer records are identified by *customer name*.

On or after the retention period stated, the relevant records will be reviewed by Top Management and will either remain in-situ, be archived or destroyed.

If records are to be destroyed, they will be disposed of in a controlled manner; *sensitive hard copies will be shredded and soft copies will be deleted from the system*. If records are to be archived, they will be identified and stored appropriately

[Please see below document as demonstration of compliance:](#)  
[Master Document List](#)



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## **8 Operation**

### **8.1 Operational planning and control**

M&A Installations Ltd has determined the requirements and controls implemented for all processes detailed in section 4.4. Any planned changes are controlled through section 6.3 (Planning for Changes).

### **8.2 Determination of requirements for products and services**

#### **8.2.1 Customer Communication**

Capability, facility and service information is supplied to customers via web site, brochures, email and through direct sales / personal contact.

Communications such as enquiries, quotes, orders and amendment details are appropriately stored and identified by customer and reference number.

Any technical documentation required for products / services offered by M&A Installations Ltd are forwarded to our clients on closure of the contract. The documentation is then filed within the client file.

Customer feedback is proactively sought via direct contact and satisfaction monitoring.

Complaints are documented and recorded via our NICEIC document.

[Please see below document\(s\) as demonstration of compliance:](#)

[Customer Satisfaction](#)

[Customer Complaints Form](#)

[Customer Complaints Summary](#)

#### **8.2.2 Determination of requirements related to products and services**

M&A Installations Ltd ensures that applicable statutory and regulatory requirements are met which can be evidenced within section 4.1 of this document.

Should we issue any legal documentation (i.e. calibration document – traced back to national standards) in connection with the products / services offered then this is forwarded to the clients at the closure of the contract. All documentation is filed within the client file for archive purposes.

#### **8.2.3 Review of requirements related to products and services**

M&A Installations Ltd has processes in place to ensure that client details are collected at “Contract Review”. This to ensure that all details are correct and any additional information is collected etc.

Any statutory and regulatory requirements applicable to the service / products offered are also documented within the contract review.

The contract review will be reviewed mid-way through the process to validate the client’s requirements.

Any change required either through client requirements or product / service design will be fully documented through the “Planning of changes” within section 6.1 of this document.

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### 8.3 Design and development of products and services

N/A

IMPORTANT NOTE – As detailed in the ISO (International Organisation for Standardisation) frequently asked questions:

#### **12. Are organizations still allowed to exclude requirements of ISO 9001?**

ISO 9001:2015 no longer refers to “exclusions” in relation to the applicability of its requirements to the organization’s quality management system. However, an organization can determine the applicability of requirements. **All requirements in the new standard are intended to apply.** The organization can only decide that a requirement is not applicable if its decision will not affect its ability or responsibility to ensure the conformity of products and services and the enhancement of customer satisfaction.

Therefore, this clause cannot be excluded.

*Whilst for a manufacturing process this would be quite a large and complex section, for the service industry it maybe a statement or a small process flow of how you designed and developed the service.*

*Design and Development within a “service” industry is still applicable as it identifies how you designed and developed the service initially or indeed if you were to add another service. How would you develop a new service element if you didn't have any indication of what to do and what is involved.*

### 8.4 Control of externally provided products and services

#### 8.4.1 General

M&A Installations Ltd ensures that externally provided processes, products and services conform to specified requirements and also reviewed as part of M&A Installations Ltd risk and mitigation matrix.

#### 8.4.2 Type and extent of control of external provision

M&A Installations Ltd have controls in place to ensure that external provisions are approved before using the service or product. We ensure that our suppliers are part of the EDA (Electrical Distributors Association) or equivalent.

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### 8.4.3 Information for external provision

Communication of any applicable requirements which are deemed appropriate and are provided through the contract review with the provider. (i.e. T&C's, performance, competence etc)

## 8.5 Production and service provision

### 8.5.1 Control of production and service provision

M&A Installations Ltd ensures that controls are in place for conditions for production and service provision, including delivery and post delivery activities.

### 8.5.2 Identification and traceability

In order to preserve the conformance of service provided to customer requirements during internal processing and delivery, M&A Installations Ltd identifies the product throughout the product realisation process in accordance with the production & service provision procedure.

- . Stored data and materials are identified as to job, description and compliance status
- . All enquiries are noted on the company database.
- . Subsequent orders are identified by contract number.

### 8.5.3 Property belonging to customers or external providers

We identify, verify, protect and maintain customer property provided for use. The project manager ensures that lost, damaged or unsuitable customer property is recorded and immediately reported to the customer.

Customer property can also include customer-owned materials & tools.

### 8.5.4 Preservation

All orders are checked against our purchase order number, boxed and labelled with site name, job number and engineer collecting and stored in our goods in, where only staff have access to.

### 8.5.5 Post-delivery activities

M&A Installations Ltd determines customer requirements before acceptance of an order. Customer requirements include the following:

- . Previous customer requirements;
- . Statutory and regulatory requirements related to the product;
- . Any additional requirements determined by M&A Installations Ltd.

## 8.6 Release of products and services

M&A Installations Ltd ensures that the appropriate documentation is provided to the client on release of the product / service and this is also retained for traceability.

The delivery note is signed and retained by the supplier and M&A Installations Ltd

## 8.7 Control of nonconforming process outputs, products and services

Is our organisations policy to detect, control and rectify any aspect of an output that does not conform as quickly and efficiently as possible. Where necessary, any service output that does not conform to requirements is properly identified and controlled to prevent unintended use. The non-conformity is analysed and the cause(s) are investigated.

Version Number: 5.1

Dated: 30/10/2018



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Improvement actions are implemented to ensure the non-conformance does not reoccur. Once the non-confirming outputs are corrected, the outputs are then verified for conformity against requirements. Documented information concerning the nature on any non-conformances, the resolving authority and the resulting corrective action is retained. Where necessary, details concerning any authorised concessions are documented as evidence of acceptance.

However, M&A Installations Ltd also uses internal and external audits and risk assessments to continuously improve its service delivery, financial, HR and operational functions.

### Steps

- The Management Representative maintains and monitors the Action Log.
- If any person discovers a shortfall, or potential shortfall in the written processes/procedures or a problem in the practical application of them, the details must be documented in the Action Log. The relevant person who is responsible for the action is informed. Action required as a result of Customer Feedback, Customer Complaint, Information Security incident or Management Review is also logged and tracked via the company Action Log.
- Each entry in the Action Log to include:
  - a. Sequential numbering
  - b. Category of issue
  - c. Person/Date recorded
  - d. Overview of the issue, problem or concern
  - e. Person responsible
  - f. Action taken
  - g. Date completed
  - h. Initialled when complete

### Related records

[Non Conforming Products or Services](#)

Management Review meeting records



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## 9 Performance Evaluation

### 9.1 Monitoring, measurement, analysis and evaluation

Monitoring is based on Risk and is linked to the risk & opportunities register.

#### 9.1.1 General

M&A Installations Ltd has deemed the following elements (9.1.2, 9.2 & 9.3) for monitoring, measuring, analysis & evaluation to ensure the quality performance and the effectiveness of the quality management system.

#### 9.1.2 Customer Satisfaction

M&A Installations Ltd collates data on customer satisfaction through various means. This includes customer contact, emails and customer satisfaction survey.

The customer satisfaction survey can be found on our website [www.maigroup.co.uk](http://www.maigroup.co.uk)

Please see below document as demonstration of compliance:

[Customer Satisfaction Questionnaire](#)

#### 9.1.3 Analysis and Evaluation

Results of feedback which includes customer satisfaction questionnaire, internal audits, conformity of products & service, planning, suppliers, risk & opportunities matrix is evaluated through the management review meeting and actioned as applicable should any non-conforming areas be present.

### 9.2 Internal Audit

An internal audit schedule is prepared on an annual basis year and covers the requirements of any ISO standards in which M&A Installations Ltd wish to be certified. Internal audits are carried out through "risk or claused based" auditing.

Appropriate personnel are allocated to complete the internal audits and must record appropriate evidence for completeness. All audits completed must be authorised by Top Management as complete once any non-conforming areas have been dealt with (without any undue delay). Internal audit documentation must be kept and filed appropriately.

Please see below document as demonstration of compliance:

[Internal Audit Report / Non-conformance Report](#)

[Internal Audit Schedule](#)

### 9.3 Management Review

Management reviews take place on a monthly / bi-monthly & annual basis. The attendees present are "Top Management" and any other appropriate persons of the business.

All inputs / outputs are full documented and minuted in line with the requirements of the specific ISO standard in which M&A Installations Ltd wish to be certified. Any actions arising from the meeting must be completed without any undue delay and appropriate evidence filed with the Management review documentation.

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Please see below document as demonstration of compliance:

[Management Review Agenda](#)

## 10 Improvement

### 10.1 General

M&A Installations Ltd ensures that improvement processes are completed and actioned as necessary. Analysis methods include various elements which include:-

- [Customer Satisfaction Analysis and Evaluation](#)
- [Internal Audits](#)
- [Planning changes to the Quality Management System, Products & Services](#)
- 3<sup>rd</sup> party assessments for certification purposes
- [Results of non-conforming products](#)
- [Risks & Opportunities](#)

### 10.2 Nonconformity and corrective action

Should a nonconformity occur, including those arising from complaints, internal audits & external 3<sup>rd</sup> part assessment M&A Installations Ltd designate the appropriate “Top Management” representative to ensure that corrective action including root cause analysis is completed and implemented to avoid any further occurrences. This is then analysed and should the risk to the business pose to be “high” then this is then entered onto the “Risk & Opportunities” matrix to assist in mitigating the risk to the business.

Should any non-conformance's occur then the internal audit report / non-conformance report must be completed to ensure that a full analysis of the problem is resolved. Should any changes to the Business Management System, Products or Services be required then the “Planning changes” document shall also be completed.

The corrective action plan summary must be completed, as this then forms part of the Management Review meeting.

Please see below document(s) as demonstration of compliance:

[Internal Audit Report / Non-conformance Report](#)

[Corrective Action Plan Summary](#)

### 10.3 Continual Improvement

Continual Improvement will be ongoing through various elements of the Business Management System which is encompassed within this document. The list below is not exhaustive:-

- Risk & Opportunities Analysis – Evaluated at several stages (clause 5.1, 6.1)
- Quality Policy / Objectives
- Planning of Changes
- Competency Matrix
- Customer Satisfaction
- Production & Service Provision (Supplier Evaluation)
- Internal Audits
- 3<sup>rd</sup> Party External Audits
- Management Review

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### APPENDIX 1 – ORGANISATION CHART

