PAC

PRICE ARTHUR CONSULTANCY

BS EN ISO 9001

QUALITY ASSURANCE

MANUAL

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QUALITY ASSURANCE MANUAL **BS EN ISO 9001**

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Institution of Mechanical Engineers (IMechE)

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Approved by Director responsible for the Quality Assurance System

Managing Director Clifford L Price C.Price

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CIRCULATION SECTION 2

A list of all authorised copies of the Quality and Procedures Manuals, together with any Work Instructions, including who is responsible for which copy and its location, will be kept by the Director responsible for the Quality Assurance System at the Head Office of the Practice.

QUALITY POLICY SECTION 3

The Practice operates within the complex field of Building Services Engineering, in which it is essential to provide a high quality service to the Client in order to maintain a long term relationship.

It is the policy of this Practice to perform our duties reflecting professional standards of the highest calibre and ensure the Client receives an efficient, quality service in accordance with their specific requirements. The Practice conforms to the Professional Code of Conduct set out by the Institution of Mechanical Engineers and the guidelines of the Association of Consulting Engineers. It is expected that all the Staff of this Practice and Sub-Contractors agree to these standards or those of their own professional institutions.

The Quality Policy of the Practice is regularly reviewed by the Partners to ensure that the Client's requirements and expectations are fulfilled.

The Practice is committed to upholding a quality system to BS EN ISO 9001, the requirements of which are contained within the Quality Manual and Procedures Manual produced by the Practice.

Managing Director: Clifford L Price C.Price

MANAGEMENT STRUCTURE & OCCUPANCY SECTION 4.1.1

JOB TITLE	NAME	SIGNATURE
Managing Director	Clifford L Price	C.Price

Other support staff utilised by the Practice are used on a sub-contract basis and are chosen in accordance with Practice procedures as set out in Section 6 of the Procedures Manual.

INDIVIDUAL RESPONSIBILITIES SECTION 4.1.2

Managing Director

The Managing Director takes the overall responsibility for the actions of the business and the growth of the Practice. He is responsible for ensuring the quality of service is upheld to the Client and takes control of contractual matters with Clients, Contractors and Suppliers.

MANAGEMENT REVIEW SECTION 4.1.3

Annual reviews of the Quality Assurance System are held in order to confirm the system is running in accordance with the requirements of the Practice. These reviews will analyse the conclusions of internal audits, and corrective action taken in respect to the Quality System, ie Client complaints etc. This will enable the Practice to develop the Quality System and incorporate any necessary changes in the way the Practice operates. The reviews will be chronicled and the records maintained.

QUALITY SYSTEM SECTION 4.2

QUALITY ASSURANCE MANUAL

Records

Operating Procedures Manual

Work Instructions

Management Review Reports
Quality Audit Reports
Corrective & Preventative Action Log
Contract Records
Approved List of Consultants
Approved List of Suppliers/Contractors
Purchase Order Log
Obsolete Documentation File

Personnel Training Records

CONTRACT REVIEW SECTION 4.3

The Practice will conduct the review of customer orders as set out in the relevant procedure (see Procedures Manual - Section 3).

Contract reviews will enable the Practice to ensure that specific requirements of the Client can be achieved in advance of the order being accepted.

DESIGN CONTROL SECTION 4.4

The Practice will uphold procedures to control and verify the design of the services provided by the Practice to ensure the Client's specific requirements are met.

Within the procedures strict attention will be paid to a quality strategy which will include:

- Observing the Client's specific requirements in order to proceed with the correct design.
- A system for controlling the issue, designation and approval of documentation provided by the Practice. Uncontrolled documentation will not be used.
- Stating the persons responsible for management of the project.
- Phases of the project when input is provided by the Client or others and the names of those responsible for providing and approving the information.
- Phases of the project when output by the Practice and their Sub-consultants is relevant and the names of those responsible for the approval of such output.
- Phases of the project where progress and quality are reviewed to ensure the project is progressing in conjunction with the Client's requirements and the names of those responsible for approval.
- A system for documenting and controlling changes to the original specification of the project and the names of those responsible for accepting and approving these changes.
- A system for documenting and controlling additional works required by the Client and the names of those responsible for issuing and approving these additions.
- A final review with the Client to ensure that the project is completed to the Client's satisfaction. Documented records will be kept to show the outcome of the Client's comments with regards to the quality of the project.

DOCUMENT AND DATA CONTROL SECTION 4.5

The Practice will keep all documentation and data essential to satisfy the requirements of BS EN ISO 9001 such that:

- All documents and data will be reviewed and approved before issue or revision.
- Availability of all revised documents and data will be to hand for those who require such Information in order to execute tasks within their scope of work.
- Any changes or revisions to documentation and data will be clearly labelled.
- All obsolete documentation and data will be removed from the system.
- All computer stored documentation and data will be regularly backed up and clearly identified to enable easy access by those who require the use of such information.

The above points will also apply to the documentation and data which make up the Quality and Procedures Manuals in addition to all other controlled documentation. The Partner responsible for the Quality Assurance System will take the responsibility of ensuring this is carried out.

PURCHASING & CONSULTANT CONTRACTING — SECTION 4.6

A list of approved Sub-Contractors, Sub-Consultants and approved Suppliers will be kept by the Practice as necessity frequently commands the use of such persons to assist in various projects.

In order to achieve approval by the Practice, the above suppliers etc will be selected by means of past satisfactory record of service to the Practice; shall have a Registered Quality Assurance System in operation or shall be audited by the Practice. The approved list shall be distributed to those persons within the Practice who would have a requirement for using such suppliers etc and those authorised to approve purchases.

Should approved consultants/contractors/suppliers stray from the approved standard, corrective action will be taken by the Practice by either ensuring that service or supplies are brought back within the approved standard or remove the offending persons/companies from the approved list.

On receipt of purchases made, a check will be carried out by the authorised purchaser to ensure that the specific requirements have been met by the Supplier and subsequently approved.

CUSTOMER SUPPLIED MATERIALS — SECTION 4.7

All customer supplied materials are dealt with in accordance with Sections 3 and 4 of the Procedures Manual.

PROJECT IDENTIFICATION & TRACEABILITY — SECTION 4.8

The Practice will maintain a procedure for identifying and tracing all stages of the service provided within the sequence of a project as set out in Section 8 of the Procedures Manual.

PROJECT CONTROL — SECTION 4.9

The Practice will maintain a procedure for controlling all the critical and essential processes of the project by means of checklists and work instructions in order to ensure quality aims are fulfilled.

QUALITY CONTROL (INSPECTION & TESTING) — SECTION 4.10

The process of a project will be quality controlled at various stages. The Practice will maintain records of this procedure which is set out in Section 10 of the Procedures Manual. A procedure for the approval of incoming material will also be maintained in accordance with the above section of the Procedures Manual with any non-conforming materials dealt with as in Section 13.

INSPECTION, MEASURING & TEST EQUIPMENT — SECTION 4.11

There are no items of equipment belonging to the Practice which currently fall within the scope of this section. However should the necessity of hiring equipment arise the Practice will obtain the relevant documentation for each piece of equipment hired as set out in Section 11 of the Procedures Manual.

INSPECTION AND TEST STATUS — SECTION 4.12

All inspection and testing of materials received by the Practice will be dealt with in accordance with Section 12 of the Procedures Manual.

CONTROL OF NON-CONFORMING MATERIALS — SECTION 4.13

Any materials received by the Practice which do not comply with their specific requirements will be controlled in accordance with Section 13 of the Procedures Manual and records will be kept for management review purposes. Responsibilities for the decision on what is to be done with non-conforming items are also covered under the above procedure.

CORRECTIVE AND PREVENTIVE ACTION — SECTION 4.14

Non-compliances within a project will be documented together with the functional corrective action employed to resolve the non-compliance.

Preventive action on each non-compliance will be documented to ensure the problem does not recur in the future.

These and any other non-compliances will be considered at Management Reviews together with the corrective and preventive action employed.

HANDLING, STORAGE, PACKAGING PRESERVATION & DELIVERY — SECTION 4.15

All materials pertaining to projects will be handled in accordance with the procedures set out in Section 15 of the Procedures Manual.

Couriers utilised will be approved by the Practice and records of deliveries of materials will be kept. Materials will be securely packaged and plainly marked in order to ensure the materials are delivered correctly.

CONTROL OF QUALITY RECORDS — SECTION 4.16

All documentation within the Quality Assurance System will be maintained to ensure realisation of the required standard and effectiveness of the system. Records will be kept in a manner whereby they can be readily retrieved and so that the environment does not affect the legibility of the documentation.

Electronically held records will be subject to the back-up procedures shown in Section 16 of the Procedures Manual.

INTERNAL QUALITY AUDITS — SECTION 4.17

The Quality Assurance system will be audited annually to ensure the system is meeting the requirements of BS EN ISO 9001. The conclusions of the audit will be considered at the bi-annual Management Reviews.

Major projects will be audited during the progress meetings held at various stages throughout the project to ensure documentation and systems are being implemented in accordance with Section 4 of the Procedures Manual.

TRAINING — SECTION 4.18

Records of the training of all members of staff will be maintained including those of approved Sub-Consultants. Should any new areas of work be undertaken then evidence of competence of the responsible persons will be maintained by the Practice. These records will be reviewed and documented on an annual basis.

SERVICING — SECTION 4.19

The requirements of this section are not relevant to the Practice.

STATISTICAL TECHNIQUES — SECTION 4.20

There is currently no requirement for the use of statistical technique, however should future requirements arise then they will be identified, approved and applied by the Senior Partner.