VPH ATTACHMENTS LTD QUALITY MANUAL

20/05/2024

REVISION AND AMENDMENT REGISTER

DATE	PAGE NUMBER	PROCEDURE NUMBER	REVISION DETAILS	ISSUE NUMBER
20/05/2024			Initial Document	1

INTRODUCTION

This Quality Management System Manual is the means by which the 'Organisation' satisfies the requirements of the ISO 9001: 2015 standard. The manual follows a process-based approach made up of Core, Support and Management processes to provide the most effective means for implementation of the standard.

Top Management ensure that it's Quality Policy and procedures are communicated and understood by its staff and interested parties for the scope of its activities.

The Quality Management System is periodically and systematically reviewed for continual improvement.

The Quality Management system is dependent on a number of key factors which can include:

a) The ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements
b) Facilitating opportunities to enhance customer satisfaction
c) Addressing risks and opportunities associated with its context and objectives
d) 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 9001: 2015, are:

a) Customer focus
b) Leadership
c) Engagement of people
d) Process approach
e) Improvement
f) Evidence-based decision making
g) Relationship management.

QUALITY POLICY

VPH Attachments Ltd (the 'Organisation') aims to provide defect-free products and services to its customers on time and within budget.

The Organisation operates a Quality Management System that aims to achieve ISO 9001: 2015 certification, including aspects specific to its scope of certification.

The management is committed to:

- Develop and improve the Quality Management System;
- Continually improve the effectiveness of the Quality Management System; and
- The enhancement of customer satisfaction.

The management has a continuing commitment to:

- Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction;
- Communicate throughout the Organisation the importance of meeting customer needs and all relevant statutory and regulatory requirements;
- Establish the Quality Policy and to set Quality Objectives at relevant functions, levels and processes;
- Ensure that the Management Reviews set and review the Quality Objectives, and report on the internal audit results as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System; and
- Ensure the availability of resources.

All personnel understand the requirements of this Quality Policy and abide with the contents of the Quality Management System.

The Organisation constantly monitors its quality performance and implements improvements when appropriate.

This Quality Policy is regularly reviewed in order to ensure its continuing suitability.

Copies of the Quality Policy are made available to all members of staff and to relevant interested parties.

Date of Issue 20th May 2024	Signed *A Ryall - Harvey*
Date of Next Review 20th May 2025	Print Name A Ryall - Harvey

SCOPE

Scope Statement

VPH Attachments Ltd has determined the scope of the management system and will be recorded on the ISO 9001:2015 Certificate as follows:

THE PROVISION OF PLANT AND PLANT ATTACHMENT HIRE ALONG WITH PLANT DRIVER HIRE

The scope is to be recorded on the Organisations ISO 9001:2015 Certificate once certification is achieved.

Location(s)

The scope of the management system applies to the following geographical locations:

Unit 1

Rosse Close,

Washington,

Tyne and Wear,

England,

NE37 1ET

Permissible Exclusions

The following clauses of ISO 9001:2015 were determined to be not applicable:

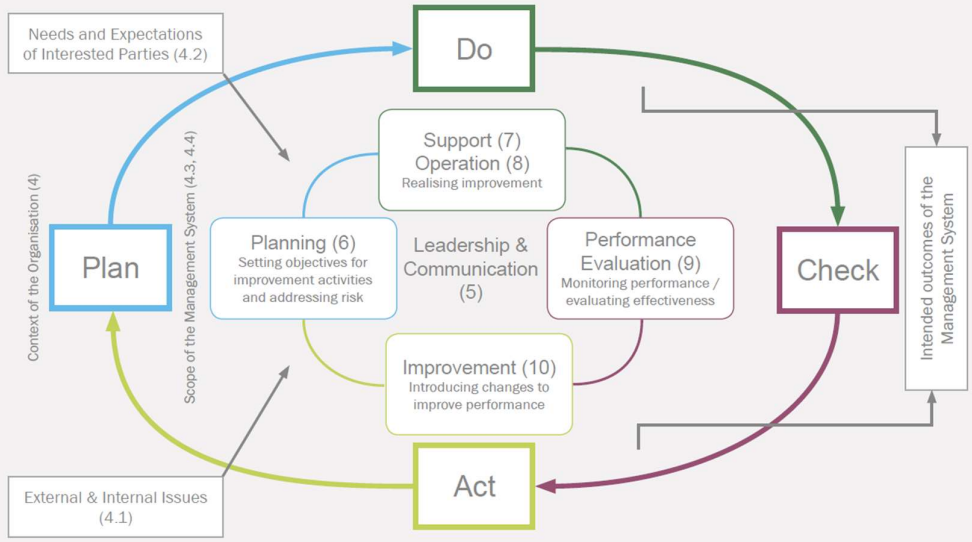
- Design and Development – The Organisation has no requirement for Design within their processes.

Scope of the Management System

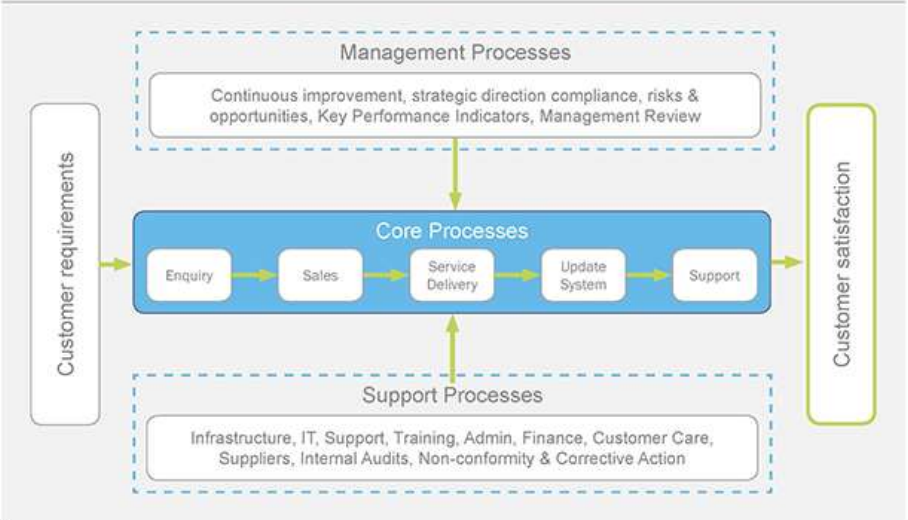
The Management System demonstrates the Organisation's:

1. Ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements;
2. Ability to determine both the external and internal contexts in which it operates and shall monitor and review the issues which arise;
3. Aims to identify the needs and expectations of interested parties;
4. 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; and
5. Achievement of Quality Objectives.

Plan Do Check Act



Quality Management System (ISO 9001)



The 'interaction of processes model' is based on the process approach and helps Organisations to achieve their overall objectives.

This diagram shows how the Core, Support and Management System processes interact within the Quality Management System and establishes integration of processes within the Organisation.

Continual improvement drives the Organisation to continually address ways to reduce costs, improve organisational performance and enhance customer satisfaction.

QUALITY MANAGEMENT SYSTEM

Clause 4.4, 6.3

MANAGEMENT SYSTEM AND ITS PROCESSES

The Organisation has established and operates a Management System in accordance with the requirements of the International Standard through the defined processes and documented information that can be found in:

- The Document Library;
- The Template Suite; and
- The Organisation's Policies, Processes and Procedures.

The Organisation maintains and retains documented information where required by the International Standard.

The Management System is based on the Plan-Do-Check-Act cycle as follows:

Plan: Establish objectives, processes and resources to deliver results and to address risk and opportunity.
Do: Implement the plan; operate and support the process to realise the product and service.
Check: Monitor, study, chart and evaluate the performance and outcomes against the targeted objectives.
Act: Analyse to determine causes of deficiencies. Take actions to improve performance
See the Plan Do Check Act Diagram in the Document Library.

PLANNING OF CHANGE

Formal changes to the Quality Management System will be used by the Organisation when changes are considered significant. Minor changes may be made without formal control, however the decision on what constitutes a significant or minor change must be agreed upon by those involved in the change.

Final authorisation for any significant changes is given by the Managing Director.

CHANGE PROCESS

Proposed changes to the management system are carried out in a planned manner and whenever deemed necessary recorded and circulated to relevant interested parties for comment.

When made, all changes are reflected in the Quality Management System and communicated to relevant interested parties.

The impact of any significant change is monitored.

Whenever changes are recorded, they are documented on a suitable document and discussed within Management Review.

PLANNING AND RISK MANAGEMENT

Clause 4.1, 4.2, 4.3, 6.1, 6.2

CONTEXT OF THE ORGANISATION

The Organisation's external and internal context is determined, identified, evaluated and reviewed through processes such as:

- Informal Discussion;
- Weekly Operational, Financial and Commercial Reviews;
- Monthly Board Meetings;
- The Business Plan;
- Project Reviews both internal and with Customers; and
- Pre-Commencement Meetings.

Where required the Organisation may request or retain the services of external consultants with the appropriate competence with regard to the external or internal context.

UNDERSTANDING THE NEEDS AND EXPECTATIONS OF INTERESTED PARTIES

The Organisation has determined its relevant interested parties, along with their requirements with regard to the Management System.

The interested parties that are relevant to the Management System are defined as:

- Customers;
- Employees;
- Providers;
- Management Shareholders;
- Statutory and Regulatory bodies;
- Industry bodies;
- External Audit parties; and
- Neighbouring businesses.

The significant requirements of these interested parties include:

- The consistent provision of products and services which meet customer requirements;
- The continual enhancement of customer satisfaction;
- A safe and pleasant working environment; and
- Adherence to legal and regulatory requirements.

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SCOPE OF THE MANAGEMENT SYSTEM

The Scope of the Organisation's Management System has been defined and documented and is subject to periodic review to ensure its continuing relevance.

Any non-applicability or exclusions are specified within the Scope.

RISK & OPPORTUNITIES AND QUALITY OBJECTIVES

RISKS AND OPPORTUNITIES

The Organisation considers the context of the Organisation and the requirements of interested parties in order to define all relevant risks and opportunities.

As identified the Organisation:

- Takes appropriate action to address the identified risks and opportunities;
- Integrates and implements the agreed actions throughout the Quality Management System; and
- Continuously evaluates the effectiveness of the actions.

Please see the Risk Register

QUALITY OBJECTIVES

Management is responsible for ensuring that the Organisation takes appropriate actions and documents objectives to address its: -

- Compliance obligations;
- Applicable requirements; and
- Risks and opportunities.

Suitable plans have been developed to achieve the Quality Objectives, including the required actions and resources, responsibilities, timescales and evaluation of results.

Quality Objectives are recorded on the Objectives Register.

The Objectives Register is reviewed and amended at regular intervals to reflect the business strategy & Quality Objectives.

DOCUMENT MANAGEMENT

Clause 7.5

DOCUMENTED INFORMATION

GENERAL

The following items are particularly significant in contributing to the Management System(s) and ensuring the effective operation and control of its procedures:

- The Quality Policy;
- This Quality Management System;
- Quality critical records.

CREATING AND UPDATING

When updating or creating documented information the Organisation ensures that it is:

- Suitably identified and described;
- In a suitable format; and
- Approved and reviewed for ongoing suitability and adequacy.

New document templates are approved and controlled.

When creating documented information, consideration is given to such matters as:

- Translation into other languages if required;
- Software version control;
- Compatibility with technology, i.e. Tablet, Smart Phone; and
- Accessibility for those with special needs, i.e. audio version.

CONTROL OF DOCUMENTED INFORMATION

Documents of external origin, determined by the Organisation to be necessary for the planning and operation of the Management System are appropriately controlled.

Templates are periodically reviewed for style and technical content prior to their issue and generally overall as part of the Management Review process for their continued suitability.

All system designs/drawings are considered as controlled and, as such, are recorded.

The Organisation may receive drawings, documents and/or data at the start of a job. Information provided by customers is verified by the application of the relevant procedures relating to production and service provision.

Electronic documented information is maintained and adequately protected to ensure resilience.

Records and similar documents are retained as required by legal, regulatory and/or contractual requirements.

Documents and records are reviewed and updated as required. Superseded documents are clearly identified as such if they are required for future reference, or they are withdrawn and disposed of in order to prevent the unintended use of obsolete information.

LEADERSHIP, TRAINING & COMPETENCE

Clause 5.1, 5.3, 7.1.2, 7.1.6, 7.2, 7.3, 7.4

LEADERSHIP AND COMMITMENT

The Managing Director demonstrates its leadership and commitment to the Management System by:

- Defining Management System related responsibilities;
- Ensuring the implementation of the Management System and its integration into the Organisation's business processes;
- Promoting the process approach and risk-based thinking;
- Ensuring that all required resources are available;
- Understanding and meeting its customer and compliance requirements; and
- Focusing on continual improvement.

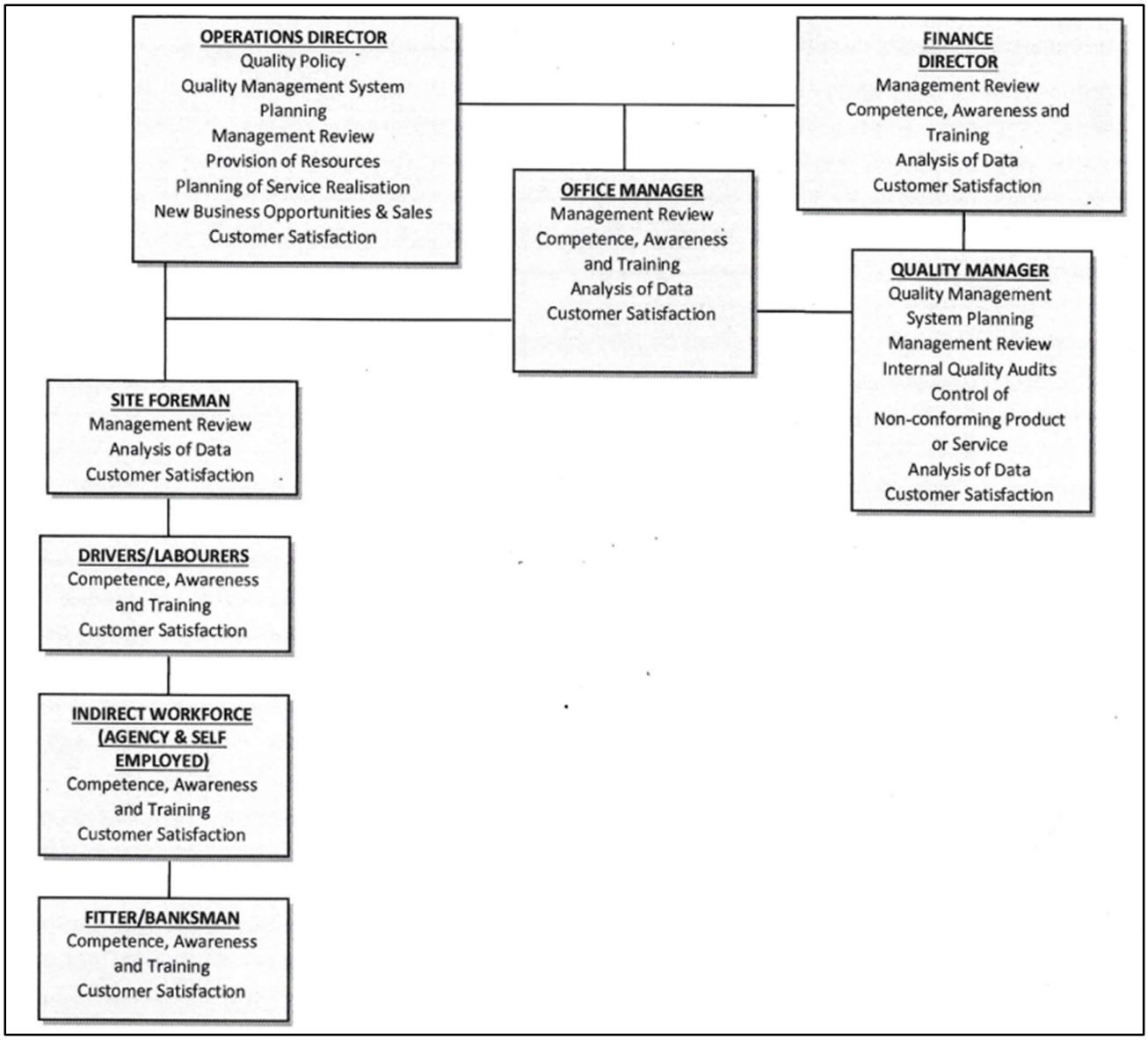
Please see reference material retained in the Document Library and Template Library that includes but is not limited to:

- Objectives;
- Processes, Policies and Procedures;
- Risk Register;
- Internal Audits; and
- Management Reviews.

ROLES, RESPONSIBILITIES AND AUTHORITIES

The Managing Director ensures that responsibilities and authorities for roles within the Management System are defined and understood throughout the Organisation.

Quality Management Responsibilities Chart



RESOURCES

The Organisation ensures sufficient internal and external resources including competent people and other resources to respond to customer demands within a timescale that would be reasonably expected by the customer and the needs of the business. Any issues with adherence to deadlines are communicated to relevant parties and alternative arrangements agreed.

The Organisation considers:

- The level of existing internal resources in terms of their capabilities and constraints; and
- Resources which need to be obtained from external providers.

The identification of revised or additional resources required to implement and improve the processes of the Management System takes place as part of day-to-day management as well as part of the Management Review.

ORGANISATIONAL KNOWLEDGE

The Organisation determines and maintains the knowledge necessary for the operation of its processes and to achieve conformity of products and services by:

- Learning from failures, near missed situations and successes;
- Gathering knowledge from 3rd parties;
- Sharing knowledge amongst staff through mentoring and succession planning;
- Conferences;
- Benchmarking;
- Awareness sessions; and
- Documented information.

COMPETENCE AND AWARENESS

Members of staff and other interested parties receive appropriate training during their employment for or on behalf of the organisation. This includes the Management System(s) Policy and individual roles and responsibilities within the operation of the Management System(s) and the achievement of relevant Objectives.

Appropriate training methods and aides are used that may include:

- Internal training by suitably trained staff;
- External training by an approved training provider;
- Videos;
- Technical manuals; and
- Demonstrations.

Evidence of qualifications, training certificates, licences, skills and competencies of prospective employees where specialist skills are required are obtained and recent previous employment references requested.

Training and competency requirements may be identified as a result of:

- Performance reviews;
- New personnel;
- New equipment and/or technology;
- Revised legal and/or regulatory requirements (e.g. Health & Safety);
- Revised industry standards;
- Management Reviews; and
- Employee request.

Records of staff training and competence are retained and are periodically reviewed.

The effectiveness of training carried out is recorded and evaluated through the competence that has been achieved. Control of the training process is in accordance with role responsibilities and job descriptions.

COMMUNICATION

The Organisation has identified internal and external communications relating to the Management System including:

- What the Organisation communicates both;
- When the Organisation communicates;
- Who the Organisation communicates with;
- How the Organisation communicates; and
- Who takes part in communications

Information is communicated in accordance with the needs and expectations of all internal and external interested parties and when deemed necessary a record of communication is kept.

MAINTENANCE

Clause 7.1.3, 7.1.4, 7.1.5.2

INFRASTRUCTURE

The organisation ensures that a suitable environment is maintained taking into account the social and psychological factors affecting staff to provide safe systems of work and the ability to achieve conformity to product and service requirements by the implementation of the following procedures.

PLANT & EQUIPMENT

Operatives and supervisory staff monitor the performance of plant and equipment on a daily basis. Any required preventive maintenance is carried by an external contractor in order to ensure continuing process capability.

The Operations Manager is responsible for all engineering requirements relating to the maintenance of production equipment including:

- Defining the Planned Preventive Maintenance (PPM) of all new and existing production equipment;
- Scheduling the frequency of equipment maintenance;
- Maintaining PPM records;
- Identifying requirements of first line spare parts; and
- Arranging appropriate maintenance requirements.

Users of production equipment ensure its regular cleaning both when in use and, in particular, after each period of use.

Maintenance in accordance with the record schedule for each piece of plant and equipment or repair as necessary is undertaken. All actions are endorsed and signed on the record.

Under no circumstances is unserviceable or suspected faulty equipment activated or operated without prior authority or instructions.

All portable electrical equipment is PAT tested in accordance with the current regulations.

BUILDINGS & STRUCTURES

The suitability of buildings, equipment and workspace is reviewed during Management Review and periodic internal management meetings.

CALIBRATION

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 is maintained of all equipment requiring calibration.

Additions, deletions and changes to the Calibration Register are made subject to subsequent confirmation at a Management Review.

Calibrations are performed by a specialist contractor on the Approved Contractors/Suppliers List.

Certificates of Calibration are retained with the Calibration Register.

If an item of calibrated equipment is damaged, then it is isolated until such time as it can be repaired, replaced, exchanged and/or re-calibrated.

PURCHASING

Clause 8.4

PURCHASING PROCESS

A List of Approved Suppliers, Contractors and Sub-contractors are maintained.

Additions, deletions and changes to the Approved List are made subject to confirmation at a subsequent Management Review.

Assessments of supplier's contractors and sub-contractors take into account such factors as the nature of the service or product, quality approvals (such as ISO 9001), experience, number of employees, annual turnover and references, if required.

A numbered purchase order system is used, and the format of a typical Purchase Order is as follows:

- Purchase order reference;
- Date;
- Name and address of supplier, contractor or sub-contractor;
- Quantity;
- Product code or description; and
- Amount.

Consumables and low-value items may be purchased by telephone, over the Internet or across the counter, and such purchases are traced by the corresponding Invoice and Delivery Note.

Verification of the purchased product is evidenced by the signature of a responsible person on the incoming Delivery Note.

If the purchased product 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 or service is defective or deficient, then this is recorded on a Non-conformance Report. If there are repeated non-conformances arising from the same supplier, contractor or sub-contractor, then consideration is given at a subsequent Management Review to removing the name of that supplier, contractor or sub-contractor from the Approved List.

Should there be a requirement for verification at the supplier's premises, by either the Organisation or the customer's representative, then the details of the verification processes to be used are described in the purchasing documents.

DESIGN & DEVELOPMENT

Clause 8.3

DESIGN AND DEVELOPMENT

Design and development activities may form part of the Organisation's ongoing policy of continuous improvement of existing products or the development of new products/machinery.

DESIGN NOT APPLICABLE

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.

OPERATIONS PROCESS

Clause 7.1.5.1, 8.1, 8.2, 8.5, 8.6

PLANNING PROCESS

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:

- Job Schedules;
- Daily Planners;
- Weekly Planners;
- Annual Leave Charts; and
- Office diaries.

REQUIREMENTS FOR PRODUCTS AND SERVICES

Enquiries are received or acquired by the following means:

- Telephone, letter and e-mail;
- Established customer (direct customers and main contractors);
- Established industry contacts;
- Approved contractor status Invitation to Tender; and
- The Organisation's Website and other marketing initiatives.

If required, a Quotation is provided, including the following details:

- Quotation number;
- Date;
- Name and address of prospective customer;
- Brief description; and
- Amount.

When a Customer Order is received, details of the Order are entered in the days diary and then in an Excell spreadsheet, once the client accepts the quote the details are then entered in Xero accounting software and a PO or invoice number is created.

It is requested that a Customer Order is received in writing, which may include an e-mail instruction, before any work is commenced.

If requested, an Order Acknowledgement is produced and sent to the customer.

If the customer wishes to change an Order, then this is agreed with the customer, depending on the nature, timing and extent of the change.

Changes to a Customer Order are confirmed by an exchange of e-mails.

PRODUCTION AND SERVICE PROVISION

SPECIFIC WORK INSTRUCTIONS

All staff carries out their work reflecting:

- Agreements with customers;
- Their skills, training, qualifications and experience;
- Further instructions from more senior management; and
- Further instructions from customers.

The principal types of work undertaken include the following:

- Hire of plant, equipment, attachments, drivers and labourers;
- Waste removal (re-grading works);
- Muck Shift;
- Excavations; and
- Earthworks.

The Driver's Sheet is an instruction to the driver listing the jobs to be performed for any given turn of work as follows:

- Date;
- Plant/equipment type and number;
- Driver's name;
- Start time of turn of work;
- Finish time of turn of work;
- Machine hours;
- Driver hours and breaks; and
- Site address.

In certain cases, if requested by the customer, a Test Certificate is obtained from a specialist supplier or test laboratory on the Approved List to confirm the specification and nature of the materials supplied.

Copies of all the above records are retained on the computer system or in the appropriate paper file.

IDENTIFICATION AND TRACEABILITY

Quotations are identified and traced by quotation number.

Drivers/operators Plant/Time Sheets are identified and traced by date, driver's name, and plant/equipment type number and clients company name. All records are kept on accountancy software called Xero, as well as a daily plant and driver hire records on Excell spreadsheets.

The hire record number is used to identify and trace Hire Records.

Customer Complaint Logs are identified and traced by the record number.

The non-conformance report number is used to identify and trace Non-conformance Reports.

PROPERTY BELONGING TO CUSTOMERS OR EXTERNAL PROVIDERS

Customer property is clearly identified, verified and protected.

All data and information provided by customers are treated as confidential in accordance with the requirements of the Data Protection Act 2018 and are protected using suitable physical and electronic protection methods.

Customers are notified of any loss, corruption, or other damage to their data, information or property.

PRESERVATION

IDENTIFICATION

Materials are identified by visual inspection.

PROTECTION

Materials have no special requirements for protection.

HANDLING

Depending on the nature and quantity of the materials, they are handled by specialist equipment or by approved manual methods.

STORAGE

Depending on their nature, materials are held in containers or stored in the open in a designated area.

POST DELIVERY ACTIVITIES

Where appropriate, customer feedback on the services provided is sought and recorded.

Should the customer identify that any of the provided services have not met expectations, the Organisation provides suitable rectification in accordance with its statutory and regulatory requirements.

The Organisation is aware of its responsibilities for the products and services it provides.

Products/services supplied by the Organisation are provided in accordance with any applicable statutory and regulatory requirements in place.

Regular reviews of customer feedback is undertaken as to ensure contractual obligations are maintained.

If it is found that any of its products or services has failed to meet the contractual requirements, then immediate steps are taken to remedy the situation and to fulfil the Organisation's obligations.

CONTROL OF CHANGES

A formal change control process is in place to ensure the proper evaluation and approval of all proposed significant changes to service provision.

Formal changes to processes and documentation will be used by the Organisation when changes are considered significant. Minor changes may be made without formal control, however the decision on what constitutes a significant or minor change must be agreed upon by those involved in the change.

Additionally, comprehensive e-mail records and computer system notes are recorded of any changes identified by either the Organisation or customer as part of the service provision.

RELEASE OF PRODUCTS AND SERVICES

The following records show that the work has been performed and checked:

- Hire Records (plant/operative time sheets); and
- Drivers/labourers Records (plant/operative time sheets)

Hire Records are signed by the driver and by the hirer to confirm the details of the transaction.

Copies of the above records are retained in the computer system or in the appropriate paper file.

MONITORING, MEASUREMENT, ANALYSIS & EVALUATION

Clause 9.1

GENERAL

The Organisation monitors, measures, analyses and improves its processes in order to:

- Demonstrate conformity of its activities;
- Ensure conformity to the Quality Management System; and
- 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:

- Data analysis;
- Performance testing; and
- Defect analysis.

Information obtained by analysis may relate to:

- Trends;
- Operational performance;
- Levels of customer satisfaction; and
- Overall effectiveness and efficiency.

Monitoring and measurement of processes are achieved by the implementation of Internal Audit and Management Review procedures.

Documents used to facilitate the monitoring and measurement includes but is not limited to:

- Quality Audit Records;
- Customer Feedback Records;
- Non-conformance Records;
- Job Schedules; and
- Weekly Planners.

CUSTOMER SATISFACTION

A Customer Satisfaction Questionnaire is issued to a selection of customers at least annually, inviting graded responses to questions relating to all aspects of the Organisation's service.

All returned Questionnaires are collated, analysed and passed for Management Review.

ANALYSIS AND EVALUATION

The following is analysed in order to identify risks, trends and opportunities for corrective and/or improvement actions:

- Customer Satisfaction Monitoring Records;
- Product and/or Service Conformity Records;
- Product and/or service trends;
- Results of internal Audits as a measurement of the effectiveness of the Management System; and
- Non-conformance Records.

The analysed information is presented as critical input into the Management Review process.

CORRECTIVE ACTIONS & IMPROVEMENT

Clause 8.7, 10

CONTROL OF NON-CONFORMING OUTPUTS

All activities not meeting the requirements of the Quality Management System or agreements with customers are suspended pending further action.

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.

All non-conformances are recorded on a Non-conformance Report, including the following information:

- Non-conformance report number;
- Date;
- Description of non-conformance;
- Name of person identifying non-conformance;
- Reason for non-conformance;
- Corrective actions required;
- Date corrective action implemented;
- Initials of person implementing corrective action; and
- Date corrective action confirmed effective.

All customer complaints are recorded on a Customer Complaint Log, including such information as:

- Record number;
- Date of complaint;
- Customer name;
- Description of complaint;
- Name of person investigating complaint;
- Causes of complaint;
- Corrective actions required;
- Date customer notified;
- Date corrective action implemented;
- Initials of person implementing corrective action; and
- Date corrective action confirmed effective.

CORRECTIVE ACTION AND IMPROVEMENT

Any activities not meeting the requirements of the Management System are recorded on the Non-conformance Report, Customer Complaint Log or Management Information Report, along with any corrective actions.

An investigation is undertaken to determine the cause of each incident or non-conformance.

The corrective actions taken to prevent recurrence of non-conformances, and those records and reports generated, are regularly reviewed at Management Reviews in order to identify any trends and to determine the effectiveness of preventive measures taken.

Revised procedures are developed and implemented as considered appropriate and are reviewed accordingly.

New significant risks or opportunities may be identified as a result of the Non-conformance process.

CONTINUAL IMPROVEMENT

The effectiveness of the Management System is continually reviewed and improved through the Management Review process and the associated Management Review Agenda.

INTERNAL AUDITS

Clause 9.2

INTERNAL AUDIT PROGRAMME

- An Audit Programme is maintained ensuring that the Management System(s) is verified in accordance to the defined Audit Programme. The Audit Programme takes into consideration the importance of the process, with those areas considered critical being audited more frequently.
- Additional Audits may be conducted outside the planned intervals depending on the following:
    - Results of previous audits; and
    - Organisational changes.

INTERNAL AUDIT PROCESS

Internal Audits are carried out according to the following procedures:

- Internal Audits are scheduled and undertaken at planned intervals as per the Audit Programme which determines what parts of the Management System(s) are to be audited;
- A member of staff, independent of the activity to be audited wherever possible, is appointed to conduct the audit;
- The Auditor refers to the Processes documented in the Management System to determine the activities to be audited;
- The Auditor advises any personnel concerned that an Internal Audit is to be undertaken and answers any questions they may have regarding the audit;
- The Auditor audits the process, which may include all or some of the following methods:
    - Interviewing members of staff;
    - Observing the process being carried out; and
    - Reviewing any records/documents.

- The Auditor maintains a record of the process audited, the evidence viewed and the findings of the Audit;
- Any non-conformities that are raised and agreed during the audit should follow the Organisations Non-conformance Process;
- The results of the Internal Audits are reported to relevant Management and also discussed during the next Management Review; and
- All documentation relating to Internal Audits are retained for inspection by QMS International at the annual Surveillance Audit.

MANAGEMENT REVIEW

Clause 9.3

MANAGEMENT REVIEW

The Organisation holds Management Reviews at defined intervals of not greater than twelve months in accordance with the Management Review Agenda.

The findings of Management Reviews are documented and retained and distributed in accordance with the Organisation's document control and communication procedures set out in this Management System.

Management Review is identified as a critical component to ensure the continual improvement of the Management System. The purpose of the reviews is to undertake evaluation of performance to ensure that Management System continues to be:

- **Suitable** – does it still fit the Organisation, its operations and culture?
- **Adequate** – is it still appropriate and sufficient?
- **Effective** – Does it still achieve the intended outcomes

Signed:

Gary Lawless

Director:

Date: 20th May 2024