

**BLOOM AND WAKE
(ELECTRICAL CONTRACTORS) LIMITED**

QUALITY ASSURANCE MANUAL

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Signed:.....Quality Manager

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REVISION AND AMENDMENT REGISTER

DATE	PAGE NUMBER	PROCEDURE NUMBER	REVISION DETAILS	ISSUE NUMBER
Oct 09	6	Foreword	Amend to 9001:2008	Issue1 (2008)
Oct 09	8	Quality Policy	Amend to 9001:2008	Issue 1 (2008)
Oct 09	26	5.6.1	Amend to 9001	Issue 1 (2008)
Oct 09	59	8.2.4(5)	Add procedure: Scan of key documents at completion of contract	Issue 1 (2008)

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FOREWORD

This Quality Manual is the means by which Bloom & Wake (Electrical Contractors) Limited (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 : 2008**. 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 pertaining to the implementation of these procedures.

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

The International Organisation for Standardisation (ISO) has specified the following definitions for use in Quality Management Systems:

A **product** is defined as the result of a process and may include any services or advice, provided to a customer as well as physical goods.

A **customer** is an organisation or person that receives a product and may include clients, purchasers, partners, stakeholders or any other party having a quality related relationship with you and your Organisation.

A **supplier** is an organisation or person that provides a product. A supplier can be internal or external to the Organisation. In a contractual situation a supplier may be referred to as a contractor.

A **process** is a set of interrelated or interacting activities, which transforms inputs into outputs.

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PROFILE

Bloom and Wake (Electrical Contractors) Limited (the 'Organisation') was founded in 1969 by the present management, to provide a top class service of installation, servicing and commissioning of electrical systems and installations.

The Organisation has an established reputation throughout the United Kingdom undertaking commissions for a wide variety of customers.

The Organisation's success was, and remains, attributable to a firm commitment to quality.

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QUALITY POLICY

Bloom & Wake (Electrical Contractors) Limited (the 'Organisation') aims to provide defect free goods and services to its customers on time and within budget.

The Organisation operates a Quality Management System that has gained BS EN ISO 9001 : 2008 certification, including aspects specific to the installation, servicing and commissioning of electrical systems and installations.

The management is committed to:

1. Develop and improve the Quality Management System
2. Continually improve the effectiveness of the Quality Management System
3. The enhancement of customer satisfaction

The management has a continuing commitment to:

1. Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
2. Communicate throughout the Organisation the importance of meeting customer needs and legal requirements
3. Establish the Quality Policy and its objectives
4. Ensure that the management review meeting sets and reviews the quality objectives, and reports on the Internal audit results as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System
5. Ensure the availability of resources

The structure of the Quality Management System is defined in this Quality Manual.

The Organisation complies with all relevant statutory and regulatory requirements, and constantly monitors its quality performance and implements improvements when appropriate.

This Quality Policy is regularly reviewed in order to ensure its continuing suitability. All personnel understand the requirements of the Quality Policy and abide with the contents of the Quality Manual. 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.

Signed:

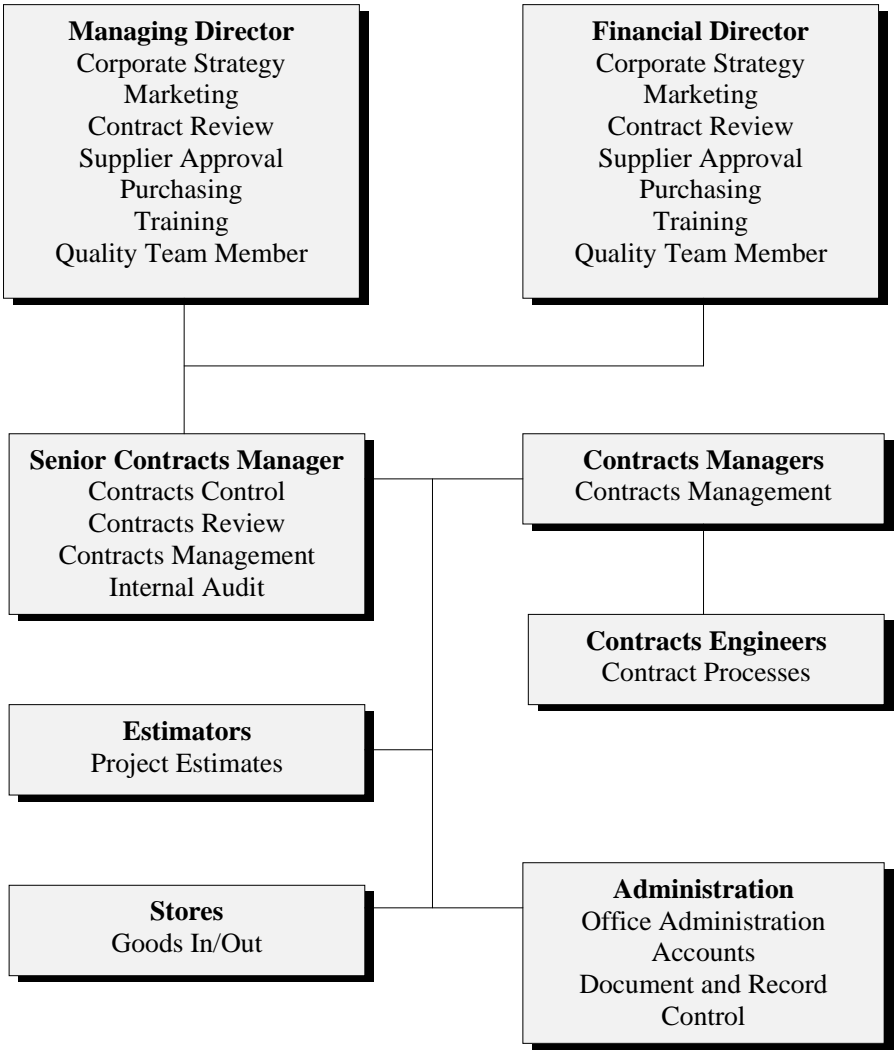
Name:

Date

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QUALITY STRUCTURE CHART



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

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4 - QUALITY MANAGEMENT SYSTEM

4.1	General requirements
Summary of Requirements	<p>The ISO 9001 Standard requires that the Organisation establishes and maintains a Quality Management System. In addition to its conventional management disciplines the Organisation must recognise and address quality management.</p> <p>The Quality Management System must provide:</p> <ul style="list-style-type: none">a) Management with a reference for the administration of the Organisationb) A benchmark for the performance of managementc) A reference against which the performance of the Organisation can be measured <p>The Quality Management System must establish the goals on which the quality management is based. Amongst other things goals must be established for ensuring that the Organisation's processes are clearly identified, regularly monitored and recorded and remain effective.</p> <p>The Organisation's management must establish and implement a policy of on-going improvement in the quality of all of its activities.</p> <p>The requirements set out above must, if possible, be recognised, adhered to and controlled whenever the Organisation outsources any of its quality related requirements.</p>

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4 - QUALITY MANAGEMENT SYSTEM

4.1	General requirements (Continued)
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	STATEMENT/PROCEDURE
1.	<p>As part of the implementation of this Quality Management System the Organisation has identified and documented in this Manual:</p> <ol style="list-style-type: none">1. The processes needed for the Quality Management System2. The sequence and interaction of these processes3. The criteria and methods used to ensure the effective operation and control of these processes4. The means to ensure the availability of the resources and the information necessary to support the operation and monitoring of these processes5. The processes used to measure, monitor and analyse these processes and implement action necessary to achieve planned results and monitor continual improvement

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4 - QUALITY MANAGEMENT SYSTEM

4.1	General requirements (Continued)
2.	<p>The Quality Management System is based on the following process model:</p>
3.	<p>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.</p>

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4 - QUALITY MANAGEMENT SYSTEM

4.2	Documentation requirements
4.2 1	General
Summary of Requirements	The International Standard recognises that the extent of the requirements for documented procedures differs according to the characteristics of the individual organisation. However as a minimum, in order to satisfy the requirements of the International Standard a formal written Quality Policy and a Quality Manual are generally considered essential.

STATEMENT/PROCEDURE	
1.	<p>The following documents together define the Organisation's Quality Management System and ensure the effective operation and control of its procedures:</p> <ol style="list-style-type: none"> 1. The Quality Policy 2. This Quality Manual 3. Office Procedures and Guidelines 4. Health and Safety Policy, Method Statements and Risk Assessments 5. Data Protection Act Regulations 6. Standards, Legislation and British Standards

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4 - QUALITY MANAGEMENT SYSTEM

4.2	Documentation requirements (Continued)
4.2.2	Quality Manual
Summary of Requirements	The Quality Manual contains a description of all of the components and requirements of the Quality Management System. It also identifies and justifies all exclusions from the requirements of the International Standard. It must also provide a description of how, within the Organisation's activities, the sequence and interaction of processes takes place.

STATEMENT/PROCEDURE	
1.	Management ensures that this Quality Manual includes: <ol style="list-style-type: none"> 1. The defined scope of the Quality Management System with any exclusions identified and justified 2. Documented procedures or reference to them within other documents 3. A description of the interaction of processes
2.	Effective implementation of the quality administration system is monitored, on an informal basis, as part of the Organisation's day to day operations.
3.	A member of the quality management team deals with instances where the quality administration system is not correctly implemented.
4.	Persistent breaches of the quality administration system are dealt with in accordance with the Organisation's disciplinary procedures.
5.	Such breaches are taken into account when reviewing: <ol style="list-style-type: none"> 1. The overall operation of the Organisation's quality administration systems 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

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4 - QUALITY MANAGEMENT SYSTEM

4.2	Documentation requirements (Continued)
4.2.3	Control of documents
Summary of Requirements	Documents that describe and/or record any matter related to the Organisation's Quality Management System must be identified as such and granted 'Controlled' or 'Uncontrolled' status. Such documents must be subject to stringent controls in respect of their approval, identification, issue, availability, revision and disposal.

	STATEMENT/PROCEDURE
1.	The Managing Director has approved this Quality Manual and will approve all subsequent issues.
2.	The only controlled copy of the Quality Manual is that held on the Organisation's computer system and is maintained by the Quality Manager.
3.	All hard and any other electronic copies are by definition uncontrolled.
4.	Proposed changes to the Quality Manual are identified during the day to day activities as well as more formally during the Management Review process described in Section 5.6.
5.	Proposed changes are reviewed and, where appropriate, adopted by the Managing Director and Quality Team after taking into account all relevant information.
6.	When adopted, changes are made to the controlled copy of the Quality Manual and the appropriate personnel are notified of the change.
7.	Computer discs containing file information are periodically backed up so there is a copy of all files in case of accidental damage to the disc in use.
8.	The integrity of the computer system and the data held on it is maintained by running background virus protection software.

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4 - QUALITY MANAGEMENT SYSTEM

4.2	Documentation requirements (Continued)
9.	A copy of job specific documentation is retained in the Contract File or Tender File as appropriate.

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4 - QUALITY MANAGEMENT SYSTEM

4.2	Documentation requirements (Continued)
4.2.4	Control of records
Summary of Requirements	A schedule of records addressed within the Quality Management System must be prepared and maintained. The schedule must include minimum periods of retention and establish standards for their identification, storage and disposition.

STATEMENT/PROCEDURE	
1.	The Quality Manager is responsible for keeping the following records for a minimum period of 12 months or as required by statutory, regulatory and/or contractual requirements, which ever is the longer, in order to demonstrate conformity to the requirements and effective operation of the Quality Management System: <ol style="list-style-type: none"> 1. Management Review records 2. Quality Audit reports 3. Staff training records 4. Customer complaints 5. Non-conformance records 6. Order documentation 7. Quotations 8. Tender documentation 9. Contract files 10. Purchase orders 11. Calibration records
2.	All records are kept in safe and secure storage in a manner that facilitates ready retrieval.
3.	If contractually agreed longer periods of retention apply, the relevant files and/or documents are marked accordingly.

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5 - MANAGEMENT RESPONSIBILITY

5.1	Management commitment
Summary of Requirements	<p>Senior management must:</p> <ol style="list-style-type: none"> a) Define quality related responsibilities b) Ensure the implementation of the Quality Management System c) Ensure that the customer's quality requirements are reflected in the goods and services provided <p>Clear evidence of the management's commitment to the Quality Management System, including its development and improvement must be made available. The ability to demonstrate that the importance of meeting both legal and regulatory requirements coupled with those of the Organisation's customers has been communicated throughout the Organisation, together with the provision of evidence of regular Management Reviews shall satisfy this requirement.</p>

STATEMENT/PROCEDURE	
1.	<p>The Organisation's Quality Policy includes a commitment from management to develop and improve the Quality Management System by:</p> <ol style="list-style-type: none"> 1. Communicating throughout the Organisation the importance of meeting customers' requirements 2. Communicating throughout the Organisation the importance of meeting regulatory and legal requirements 3. Establishing the Quality Policy and its objectives 4. Conducting Management Reviews 5. Ensuring the availability of resources
2.	<p>The Organisation's quality policy, objectives and goals are reviewed to determine whether they remain relevant to customer requirements. The reviews take place annually, or more frequently if considered necessary, and take into account previous Management Review meetings.</p>

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5 - MANAGEMENT RESPONSIBILITY

5.2	Customer focus
Summary of Requirements	The ability to determine and meet customer's requirements is a prime requirement of the International Standard. (see 7.2.1 and 8.2.1)

	STATEMENT/PROCEDURE
1.	Customer focus is ensured by the implementation of the contract review processes set out in Section 7.2, (Customer-related processes).

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5 - MANAGEMENT RESPONSIBILITY

5.3	Quality Policy
Summary of Requirements	The significance of the Quality Policy must be understood and communicated throughout the Organisation. Senior management is responsible for ensuring that the Quality Policy remains suited to the Organisation, in particular in respect of any changes to the processes, procedures and general business activities of the Organisation. It must remain as one of the principal agenda items for Management Review.

STATEMENT/PROCEDURE	
1.	As part of the Management Review process described in Section 5.6 the Quality Policy is regularly reviewed in order to ensure that it continues to be suited to the Organisation's activities.
2.	In order to provide evidence of the Organisation's commitment to the Quality Policy, the Policy is regularly reviewed and any changes approved as part of the formal Management Review proceedings. These reviews and all approved changes are recorded in the minutes of the Management Review meetings.
3.	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.
4.	As a component of the quality management system a copy of the Quality Policy is issued to all quality-related suppliers and to customers where considered necessary.

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5 - MANAGEMENT RESPONSIBILITY

5.4	Planning
5.4.1	Quality objectives
Summary of Requirements	Quality objectives must be established that are measurable, in accord with the Quality Policy and include a commitment to continual improvement. These objectives must also address product requirements.

	STATEMENT/PROCEDURE
1.	Quality objectives are established as part of the day to day management and are more fully defined by the application of the procedures set out in Section 7.1, (Planning of product realisation).

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5 - MANAGEMENT RESPONSIBILITY

5.4	Planning (Continued)
5.4.2	Quality Management System planning
Summary of Requirements	Senior management must understand and accept their responsibility to ensure that all quality planning meets with the requirements of 5.4.2 of this Quality Manual and that any changes to the Quality Management System, however brought about, do not detract from its integrity.

	STATEMENT/PROCEDURE
1.	Quality Management System planning forms part of the Management Review process described in Section 5.6.
2.	Work planning takes place as part of the Organisation's day to day operations and therefore is not considered to be a separate activity.

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5 - MANAGEMENT RESPONSIBILITY

5.5	Responsibility, authority and communication
5.5.1	Responsibility and authority
Summary of Requirements	Senior management must ensure that responsibilities and authorities are properly defined and effectively communicated throughout the Organisation

	STATEMENT/PROCEDURE
1.	Responsibilities and authorities, together with the identity of those responsible for communicating them throughout the Organisation, are illustrated on the quality structure chart in this Manual.
2.	The quality structure chart details formal lines of reporting within the Organisation. In practice, a more flexible reporting system is employed on a day to day basis.

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5 - MANAGEMENT RESPONSIBILITY

5.5	Responsibility, authority and communication (Continued)
5.5.2	Management representative
Summary of Requirements	A member of management must be appointed as the Quality Manager (QM). Except in large organisations this is not necessarily a full time role. On a day to day basis the QM is responsible for the Quality Management System. The QM must ensure that effective Quality Management System processes are implemented and maintained. Another of the QM's responsibilities is to regularly report on the progress and improvement of the Quality Management System to senior management, in particular at Management Review meetings. The QM promotes awareness of the level of customer satisfaction and monitors and analyses the feedback from customers.

	STATEMENT/PROCEDURE
1.	Management ensures that, at all times, a nominated member of management has responsibility for promoting customer awareness by implementing and ultimately overseeing all aspects of the Quality Management System.
2.	Responsibility for implementation and maintenance of the quality system is assigned to the Quality Manager supported by other members of the quality management team.

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5 - MANAGEMENT RESPONSIBILITY

5.5	Responsibility, authority and communication (Continued)
5.5.3	Internal communication
Summary of Requirements	Effective communications must be established and maintained in order to ensure that all those who are in any way responsible for processes relating to the Quality Management System are aware of those quality processes that have been approved by the Organisation's management.

	STATEMENT/PROCEDURE
1.	The effectiveness of the Quality Management System is communicated throughout the Organisation by providing all members of staff with copies of the Management Review minutes.
2.	Appropriate methods for internal communication are used according to it's nature and may include: <ol style="list-style-type: none"> 1. Letters 2. Memoranda 3. Fax transmissions 4. E-mail 5. Telephone calls 6. Meeting records

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5 - MANAGEMENT RESPONSIBILITY

5.6	Management Review
5.6.1	General
Summary of Requirements	The ISO 9001 Standard places a prime requirement on senior management to review all aspects of its Quality Management System at regular, pre-determined intervals. In particular these reviews must address the on-going effectiveness and suitability of the Quality Management System. All such Management Reviews must be recorded and the records kept in accordance with the procedures set out in this Manual. (see 4.2.4).

	STATEMENT/PROCEDURE
1.	As part of the initial implementation of the Quality Management System the revised requirements in order to comply with BS EN ISO 9001 were addressed at the review meeting immediately following the adoption of this Quality Manual.
2.	<p>A Management Review is carried out at least four monthly and addresses, in addition to general matters, the following:</p> <ol style="list-style-type: none"> 1. Non-conformance records 2. Status of preventive and corrective actions 3. Management Information trend analysis 4. Follow up actions from earlier Management Reviews 5. Changes in the Organisation's operational environment that could effect the Quality Management System, including requirements for additional or revised resources 6. The Organisation's Quality Policy, objectives and goals in order to determine whether they remain relevant to the requirements of customers and management 7. The overall operation of the Organisation's quality administration systems in order to determine their continuing suitability and effectiveness 8. Plans for continual improvement 9. Staff training and competence requirements

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5 - MANAGEMENT RESPONSIBILITY

5.6	Management Review (Continued)
3.	The meeting is attended by members of the management/quality teams, together with other members of staff decided on by the Managing Director.
4.	Records of the management review meetings are documented and maintained for a minimum period of one year.

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5 - MANAGEMENT RESPONSIBILITY

5.6	Management Review (Continued)
5.6.2	Review input
Summary of Requirements	The documents, data, reports and all other similar sources of information required to conduct effective Management Reviews must be identified and documented.

	STATEMENT/PROCEDURE
1.	Records made available in order to facilitate the Management Review include, but are not limited to: <ol style="list-style-type: none">1. Results of Quality Audits2. Feedback from customers3. Management Information records4. Staff suggestions5. Previous Management Review records6. Non-conformance records including customer complaints7. Customer satisfaction results analysis

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5 - MANAGEMENT RESPONSIBILITY

5.6	Management Review (Continued)
5.6.3	Review output
Summary of Requirements	<p>Management Review output must address:</p> <ul style="list-style-type: none"> a) Any identified changes in product and/or process performance b) Meeting the requirements of the market place c) Levels of customer satisfaction d) Requirements of, and compliance with any new legislation and/or regulations

STATEMENT/PROCEDURE	
1.	<p>The findings of every Management Review are recorded and kept in accordance with the procedures set out in Section 4.2.4 and include details of:</p> <ul style="list-style-type: none"> 1. Actions agreed to improve the Quality Management System and its processes 2. Actions agreed to improve the service that the Organisation provides to its customers 3. Actions agreed to meet revised resource requirements 4. Corrective and preventive actions taken and planned

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6 - RESOURCE MANAGEMENT

6.1	Provision of resources
Summary of Requirements	Senior management must ensure that adequate resources are provided: a) For the on-going, including future, implementation of the Quality Management System b) To ensure training requirements are met c) To maximise the opportunities for the enhancement of customer satisfaction

	STATEMENT/PROCEDURE
1.	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 5.6.

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6 - RESOURCE MANAGEMENT

6.2	Human resources
6.2.1	General
Summary of Requirements	Senior management must ensure that all personnel whose work has a direct or indirect effect on any aspect of quality are competent to perform their tasks. Such competency may be based on education and/or experience and/or training and/or skills.
6.2.2	Competence, awareness and training
Summary of Requirements	Senior management must, on an on-going basis, be aware of, and react to the training requirements of all personnel whose work has a direct or indirect effect on any aspect of quality. All staff training undertaken must undergo a process of evaluation and be recorded. Refer to Section 4.2.4 of this Quality Manual.

STATEMENT/PROCEDURE	
1.	Staff training and competence is assessed taking into account education, skills and experience.
2.	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 5.6.
3.	Appropriate training methods are used that may include: <ul style="list-style-type: none"> 1. Internal training 2. External training 3. Further education establishments 4. Seminars

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6 - RESOURCE MANAGEMENT

6.2	Human resources (Continued)
4.	A record of staff training and competence is kept including such details as: <ol style="list-style-type: none">1. Level of competence attained2. Date of training or event3. Training/activities undertaken4. Duration5. Qualifications and/or certificates attained
5.	All training qualifications are periodically monitored as a means of improving the quality system to ensure all employees are trained to the skills required for the work.

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6 - RESOURCE MANAGEMENT

6.3	Infrastructure
Summary of Requirements	Senior management is responsible for identifying, providing and maintaining an adequate infrastructure to achieve conformity to product requirements. The components of the infrastructure may include buildings, workspace and associated utilities, process equipment (both hardware and software), and supporting services.

	STATEMENT/PROCEDURE
1.	Equipment and/or machinery that may have an effect on quality undergo regular planned maintenance. New equipment is serviced in accordance with manufacturer recommendations and guidelines.
2.	Records are maintained of all planned preventive maintenance and routine scheduled servicing carried out.
3.	Any vehicles owned or leased by the Organisation are maintained in accordance with manufacturer recommendations, the Organisation's instructions, and any legal requirements. Relevant documents and records are maintained accordingly.
4.	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 7.5.1 (Control of production and service provision) and 7.6 (Control of monitoring and measuring devices).

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6 - RESOURCE MANAGEMENT

6.4	Work environment
Summary of Requirements	The Organisation shall identify, determine and manage all aspects of the work environment needed to achieve conformity to product requirements.

	STATEMENT/PROCEDURE
1.	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/or service requirements.

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7 - PRODUCT REALISATION

7.1	Planning of product realisation
Summary of Requirements	<p>Planning of product realisation is needed to ensure:</p> <ul style="list-style-type: none"> a) Efficient delivery of the goods and services offered b) Effective communication with customers c) Proper management of any design or development processes <p>The Organisation shall plan and develop the processes needed for product realisation. Planning of product realisation shall be consistent with the requirements of the other processes of the Quality Management System. Refer to Section 4.1 of this Quality Manual.</p> <p>In planning product realisation, the Organisation shall determine the following, as appropriate:</p> <ul style="list-style-type: none"> a) Quality objectives and requirements for the product b) The need to establish processes, documents, and provide resources specific to the product c) Required verification, validation, monitoring, inspection and test activities specific to the product and the criteria for product acceptance d) Records needed to provide evidence that the realisation processes and resulting product meet requirements (see 4.2.4) <p>The output of this planning shall be in a form suited to the Organisation's method of operations.</p> <p>NOTE 1 A document specifying the processes of the Quality Management System (including the product realisation processes) and the resources to be applied to a specific product, project or contract, can be referred to as a quality plan.</p> <p>NOTE 2 The Organisation may also apply the requirements given in 7.3 to the development of product realisation processes.</p>

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7.1	Planning of product realisation (Continued)
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	STATEMENT/PROCEDURE
1.	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.
2.	Each member of staff is responsible for planning their own work.
3.	New contracts are subject to a contract-specific review to determine planning and other requirements relating to the work.
4.	Materials, equipment and staff requirements are determined on a contract-specific basis and planning is carried out by the staff assigned to the contract.

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7.2	Customer related processes
7.2.1	Determination of requirements related to the product
Summary of Requirements	Prior to an order being accepted by the Organisation, and during the continuance of its processing, the Organisation must determine all of the product requirements, whether or not specified by the customer. Such requirements may include legal and/or regulatory constraints and may include delivery and post delivery stipulations.
7.2.2	Review of requirements related to the product
Summary of Requirements	Prior to entering into a contract, whether formal or informal, or the submission of a tender, the Organisation must fully investigate and ensure that all of the product and contract requirements have been fully established and can be met. In the event of changes to the original requirements the contract or tender must be reviewed in order to ascertain that the Organisation remains capable and willing to accommodate the requirements. Records of the initial and any on-going reviews must be recorded. Refer to Section 4.2.4 of this Quality Manual.
7.2.3	Customer communication
Summary of Requirements	Effective communications links with customers must be established and maintained. These links may be required to deal with product information, negotiating contract conditions and the efficient conveyance and review of similar matters. The need to encourage customer feedback, including complaints, must be a prime factor when planning the Organisation's communications.

STATEMENT/PROCEDURE	
1.	Enquiries can be received by letter, fax, e-mail or an invitation to tender.
2.	The customer's specification or tender documentation is passed to the estimating department.

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7.2	Customer related processes (Continued)
3.	<p>On receipt the specification or tender is recorded within Tender Log and on the computerised estimating package it includes details such as:</p> <ol style="list-style-type: none"> 1. Date received 2. Project number allocated 3. Customer details inc Contact Name 4. Contract title 5. Required return date
4.	The customer's defined enquiry is reviewed to establish the Organisation's ability and wish to meet their requirements.
5.	Enquiries that the Organisation does not wish to pursue are recorded, as such, in the Tender Log.
6.	Those enquiries that the Organisation wishes to pursue, the estimator reviews all tender or specification documentation.
7.	Where appropriate, the customer is asked to provide further information to fully define their requirements.
8.	The work is costed internally according to defined parameters.
9.	A fully specified quotation or tender response is completed as required by the original request.
10.	The completed quotation (in whatever format) is reviewed against the initial customer requirements by a member of the Management Team.
11.	<p>Satisfactory review is indicated by updating the Tender Log with the following details:</p> <ol style="list-style-type: none"> 1. Price quoted 2. Name of estimator 3. Name of reviewer

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7.2	Customer related processes (Continued)
12.	The completed quotation of tender documentation is forwarded to the customer by appropriate means.
13.	The customer accepts the quotation by appropriate means and may include their own order reference.
	SMALL WORKS.
14.	Enquiries for small works order are received by telephone, fax or e-mail
15.	Enquiry details are recorded on the computerised Small Works Log and assigned the next sequential small works order number. Once small work is complete it is marked as complete.
16.	If a price is required, an engineer is detailed to visit the site and issue a verbal quote which, may be confirmed in writing.
17.	The customer places their order either verbally or in writing.

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7.3	Design and development
7.3.1	Design and development planning
Summary of Requirements	<p>Whenever the Organisation undertakes any activity falling within this category it must ensure that there is effective management control of all aspects and stages of the work. Such controls must determine and address:</p> <ul style="list-style-type: none"> a) Stage reviews b) The identification of authorities and responsibilities c) Product and planning review procedures d) The establishment of effective communications
7.3.2	Design and development inputs
Summary of Requirements	<p>All product inputs must be defined, recorded (see 4.2.4) and reviewed. Product inputs must be clear and unambiguous and may relate to some or all of the following:</p> <ul style="list-style-type: none"> a) Functional and performance requirements b) All relevant legal and regulatory requirements c) Information derived from previous similar designs d) All other requirements essential for design and development
7.3.3	Design and development outputs
Summary of Requirements	<p>Prior to its release to production, the customer or any third party, all design and development must fulfil the following stringent criteria in order to ensure that:</p> <ul style="list-style-type: none"> a) The design output meets the input requirements b) Product acceptance criteria has been met c) The design output provides sufficient information for manufacturing and service procedures d) The characteristics of the product that are essential for its safe and proper use are specified

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7.3	Design and development (Continued)
7.3.4	Design and development review
Summary of Requirements	Throughout the design and development processes the Organisation must ensure that systematic reviews are carried out and documented. These reviews must address the ability of the output to meet the established performance criteria, identify any problem areas and propose appropriate follow-up actions to the management and/or the customer.
7.3.5	Design and development verification
Summary of Requirements	Formal verification that the design and development output meets the input requirements must be carried out and documented. Refer to Sections 7.3.1 and 4.2.4 of this quality Manual.
7.3.6	Design and development validation
Summary of Requirements	Formal validation that the product meets the requirements relating to its intended use must be carried out and documented.
7.3.7	Control of design and development changes
Summary of Requirements	All changes to the design and development, initiated or resulting from whatsoever source must be controlled, evaluated and approved prior to their implementation. Records of all such activities must be kept.

	STATEMENT/PROCEDURE
1.	This section is not generic to the nature of the Organisation's current business activities or processes. Should this situation change, by customer demand or any other reason, appropriate procedures will be developed and introduced.
2.	The Management Review process continuously monitors this situation.

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7.4	Purchasing
7.4.1	Purchasing process
Summary of Requirements	<p>The Organisation must ensure that the quality of purchased products and materials that have a bearing, or in any way, contribute to the quality of the output is strictly controlled.</p> <p>Therefore the suppliers of all such products and materials must undergo an approval process and their performance must be regularly monitored. Evidence of these activities must be kept.</p>
7.4.2	Purchasing information
Summary of Requirements	<p>Care must be taken to ensure that when orders are placed for quality critical products and materials such orders include a full description of the requirements. This requirement may be discharged by the provision of drawings, technical specifications, qualifications and other Quality Management System based criteria.</p>
7.4.3	Verification of purchased product
Summary of Requirements	<p>A protocol shall be established for making recorded inspections of all purchased products and materials in order to ensure that they are fit for their intended purpose and that they comply with the order qualifications and specification.</p>

STATEMENT/PROCEDURE	
1.	A regularly updated schedule of approved suppliers and sub-contractors is maintained.
2.	Before a new supplier or sub-contractor is added, the Organisation's Approval Procedure is followed.

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7.4	Purchasing (Continued)
3.	<p>Selection is based upon a number of criteria. These may include:</p> <ol style="list-style-type: none"> 1. Quality 2. Qualification 3. Track record 4. Customer requirements 5. Availability 6. Ability to meet legislation requirements 7. Technical competence 8. Location
4.	All suppliers of quality critical items are selected from the approved list.
5.	Orders are made to maintain adequate stock holdings or to meet specific contract requirements as identified by either the estimate or contract team.
6.	Orders may be made by a duly authorised member of the Management Team. A written record of orders placed is retained by the person placing the order with a copy passed to the storeman.
7.	A purchase requirement may be raised by a duly authorised member of the Management Team. A written record of all requisitions raised is retained by the person raising the requisition with a copy passed to the storeman.
8.	The storeman collates all requisitions and orders the required goods along with goods required to maintain adequate stock levels. A written record of orders placed is retained.
9.	Orders are referenced with the relevant contract number or clearly identified as stock or small works orders.
10.	Where an order is not confirmed in writing by either party or by inspection at point of sale, the supplier is asked to read back the order to confirm that all details are correct.

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7.4	Purchasing (Continued)
11.	On collection or delivery, incoming materials are checked against the supplier's delivery documents and for transit damage. Copies of delivery notes are passed to the storeman as soon as possible.
12.	The storeman checks delivery notes against his retained record of the order, resolves any anomalies and when satisfied indicates acceptance on the retained record of the order.
13.	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 process to be used is described in the purchasing documents.

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7.5	Production and service provision
7.5.1	Control of production and service provision
Summary of Requirements	Throughout the production processes the Organisation must ensure the availability of sufficient and suitable information concerning product characteristics together with related work instructions. The Organisation must also ensure the availability of suitable production equipment, including measuring and monitoring equipment. Release, delivery and post-delivery requirements must also be addressed.

	STATEMENT/PROCEDURE
1.	<p>All staff carry out their work reflecting:</p> <ol style="list-style-type: none"> 1. Agreements with customers 2. Their skills, training, qualifications and experience 3. Further instructions from more senior management 4. Further instructions from customers 5. Customer defined specifications 6. Relevant legislation and regulations, including: <ol style="list-style-type: none"> a) IEE Wiring Regulations Sixteenth Edition b) Fire Alarm Regulations BS 5839 c) Emergency Lighting BS 5266
2.	Therefore documented generic work instructions are not considered appropriate.
	MAJOR CONTRACTS.
3.	<p>On receipt of a confirmed order or letter of intent, the contract is allocated the next sequential contract number. All relevant details are recorded in the Contract Log including:</p> <ol style="list-style-type: none"> 1. Contract number 2. Customer name 3. Contract name

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7.5	Production and service provision (Continued)
4.	A uniquely referenced Contract File is opened and the master copies of all drawings, specifications and other contract specific documentation are transferred.
5.	The estimating team review the Contract File and pre-order items that are: <ol style="list-style-type: none">1. Of significant value2. Specialist sub-contractors3. Have long lead times4. Of unusual or specialist nature
6.	A uniquely referenced Working File is produced containing copies of all relevant documents such as: <ol style="list-style-type: none">1. Pre-orders2. Drawings3. Specifications4. Any other relevant documents
7.	Newly won contracts are discussed at the weekly Management Meeting and a contract team is assigned taking into account: <ol style="list-style-type: none">1. The nature of the contract2. The agreement with the customer3. Relevant skills4. Relevant training5. Relevant experience6. Relevant qualification7. Staff availability
8.	The Contracts Engineer reviews the specification and drawings to ensure accuracy and conformity. Any discrepancies are reported to the Contracts Manager.
9.	The Contracts Engineer confirms with the Estimator and Storeman as to materials pre-ordered and expected delivery dates.

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7.5	Production and service provision (Continued)
10.	Any work queries are referred to Senior Management and ultimately the customer.
11.	The site operatives carry out the requirements of the contract as dictated by the original specification, the authorised drawings and as directed by the Contract Engineer.
12.	The Contract Engineer makes a detailed list of the materials required for both the first and second fix, which he passes to the Storeman.
13.	On a regular basis the Contract Engineer assesses the progress of the contract, draws up lists of all unusual purchase requirements and notifies the storeman allowing at least 48 hours notice.
14.	On a daily basis the Contract Engineer identifies all standard product and consumable requirements, for the following days' production, and notifies the storeman prior to 3pm.
15.	The Contract Engineer monitors the delivery of all items on long-term delivery schedules and checks, with the storeman, the delivery status of all critical orders one week prior to agreed delivery date.
16.	As the work progresses interim inspections and tests are made as required with results recorded on the appropriate NICEIC certificate.
17.	On completion of the contract the Contract Engineer reviews all work against the agreed specification, any variations identified are resolved after liaison with the Contract Manager.
18.	A final inspection and test is carried out and recorded on the appropriate NICEIC certificate.
19.	A set of 'As Fitted' drawings is produced with the appropriate copies sent to the customer, a set of copies retained on the Contract File and a copy retained on the CAD system.

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7.5	Production and service provision (Continued)
20.	An Operations and Maintenance Manual is produced with the required number of copies forwarded to the customer by appropriate means. The customer is required to sign a receipt for the manuals which is retained in the Contracts File.
	SMALL WORKS.
21.	On receipt of a small works order the relevant customer and job details are recorded on the Small Works Log and issued to the General Manager to arrange dates and time and assign an operative to the job.
22.	Small works operatives are assigned taking into account: <ol style="list-style-type: none"> 1. The nature of the contract 2. The agreement with the customer 3. Relevant skills 4. Relevant training 5. Relevant experience 6. Relevant qualifications 7. Staff availability
23.	Parts required are issued against the unique small works number and recorded on the Operative's Time Sheet.
24.	On completion of each job the operative reviews all work done, records any relevant comments and indicates that the job is completed on their Time Sheet. Satisfactory review is indicated by the operative's signature on the Time Sheet.

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7.5	Production and service provision (Continued)
7.5.2	Validation of processes for production and service provision
Summary of Requirements	The arrangements for the validation of the Organisation's processes, activities, equipment and record must be defined and, whenever appropriate, documented.

	STATEMENT/PROCEDURE
1.	Continuing process validity is monitored as part of day to day management and is not considered a separate process.

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7.5	Production and service provision (Continued)
7.5.3	Identification and traceability
Summary of Requirements	Procedures must be established and maintained in order to ensure that the Organisation can identify the product, including its status with regard to monitoring and traceability throughout product realisation.

	STATEMENT/PROCEDURE
1.	The inspection and test status of an order can be clearly established by inspection of the order and/or contents of the Contract/Working File.
2.	All components used are identifiable by their unique design, packaging or manufacturers labelling.

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7.5	Production and service provision (Continued)
7.5.4	Customer property
Summary of Requirements	Procedures must be established and maintained in order to ensure that the receipt of all customer provided material and other property, including intellectual property, is properly recorded. Procedures are also required to provide suitable protection and security for such property whilst it is in the Organisation's possession.

	STATEMENT/PROCEDURE
1.	All data and information provided by customers is treated as confidential in accordance with the requirements of the Data Protection Act 1998 and is protected using suitable physical and electronic protection methods.
2.	Customers are notified of any loss, corruption or other damage to their data or information.
3.	Free issue goods and materials are checked for suitability for the purpose issued and the customer informed of any unsuitability's.

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7.5	Production and service provision (Continued)
7.5.5	Preservation of product
Summary of Requirements	Procedures must be established and maintained in order to ensure that adequate and suitable materials are available to identify, handle, protect and store products, during their manufacture and subsequent storage and delivery.

STATEMENT/PROCEDURE	
1.	Handling of all items within the Organisation is via recognised methods for the type of product or item being handled. Personal Protective Equipment (PPE) is issued where considered necessary, training is provided and records maintained.
2.	Where risks to staff are identified as part of the initial risk assessments carried out by the Organisation Method Statements are prepared and issued to staff as required.
3.	All equipment is used with due regard to the relevant Health and Safety guidelines in operation at that time. Where applicable, CoSHH regulations are applied to any substance falling into this category and CoSHH assessments are issued to staff or placed at key locations.
4.	Contract materials and components that fall within the procedures of the Quality System are stored with appropriate guidelines and procedures so as not to be stored within an unsafe manner, and are stored in situations where deterioration would be apparent.

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7.6	Control of monitoring and measuring devices
Summary of Requirements	Whenever considered necessary to ensure product conformity monitoring and measuring equipment used throughout the Organisation's processes must be calibrated in accordance with a pre-determined schedule or its level of use. Calibrations may be carried out by the Organisation or by an external specialist. Whenever possible calibrations must be traceable to National or International Standards. Records of all calibrations, including the degree of error detected, must be kept.

STATEMENT/PROCEDURE	
1.	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. This may include: <ol style="list-style-type: none"> 1. Checking 2. Testing 3. Calibrating 4. Servicing 5. Inspection
2.	In addition, certifications and service records are retained as evidence of compliance with any relevant industry legislation. Any equipment hired by the Organisation or provided by the customer falls within the same requirements detailed above.
3.	Testing, calibration, inspection and/or servicing may be carried out internally where these processes do not infringe legislative requirements.
4.	Equipment used for directly testing quality is checked and calibrated at least annually and the certificates kept recording details such as: <ol style="list-style-type: none"> 1. Date of calibration 2. Unique identity of equipment 3. Identity of calibrator 4. Date next test due

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8.1	General
Summary of Requirements	<p>Procedures are required to provide management with the feedback required to ensure continual improvement in the Quality Management System and to provide an auditable record of its implementation.</p> <p>The Organisation must formally define the activities needed to measure and monitor product improvement and conformity. This shall include the determination of applicable methods, including statistical techniques, and the extent of their use.</p>

	STATEMENT/PROCEDURE
1.	<p>The Organisation monitors, measures, analyses and improves its processes in order to:</p> <ol style="list-style-type: none">1. Demonstrate conformity of its activities2. Ensure conformity to the Quality Management System3. Continually improve the effectiveness of the Quality Management System

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8.2	Monitoring and measurement
8.2.1	Customer satisfaction
Summary of Requirements	The Organisation shall establish procedures for ensuring and monitoring customer satisfaction.

	STATEMENT/PROCEDURE
1.	<p>All personnel monitor levels of customer satisfaction by one or more of the following methods:</p> <ol style="list-style-type: none"> 1. Maintenance of close relationships with each customer 2. Independent monitoring by BenchmarQ® an independent specialist Organisation 3. Other appropriate methods selected by senior management
2.	All observations received, whether positive or negative, are recorded on a Management Information Report and subsequently administered accordingly.

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8 - MEASUREMENT, ANALYSIS AND IMPROVEMENT

8.2	Monitoring and measurement (Continued)
8.2.2	Internal audit
Summary of Requirements	<p>Internal Quality Audits are a fundamental requirement of this International Standard. They must be conducted at regular pre-determined intervals and, as a minimum, address the:</p> <ul style="list-style-type: none"> a) Degree to which the Organisation conforms to the requirements of the Standard b) Level of conformance of the Organisation's activities to the Quality Management System as set out in this Quality Manual <p>Documented procedures must be maintained covering all of the procedures relating to Internal Quality Audits. Follow-up activities shall include the verification of the actions taken and the reporting of verification results. Refer to Section 8.5.2 of this Quality Manual.</p>

STATEMENT/PROCEDURE	
1.	A Quality Audit programme is maintained by the Quality Manager ensuring that each section of the Quality Management System is verified at least annually.
2.	More frequent Quality Audits may be organised by the Quality Manager depending on the importance of the activities being audited.
3.	Internal Quality Audits are carried out according to the following procedures:
4.	At the beginning of each month, the Quality Manager consults the Quality Audit programme and establishes which, if any, parts of the Quality Management System are to be audited during the coming month.
5.	A member of staff, wherever possible independent of the activity to be audited, is appointed by the Quality Manager.

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8.2	Monitoring and measurement (Continued)
6.	The auditor refers to the Quality Manual and determines the activities to be audited.
7.	The auditor selects a representative number of records to be audited on a random basis.
8.	The auditor advises any personnel concerned that a Quality Audit is being undertaken and answers any questions they may have regarding the audit.
9.	The auditor examines the records selected in order to determine whether the activities identified above have been carried out correctly.
10.	The auditor keeps a record of the process and the findings of the Quality Audit.
11.	The Quality Audit record and all other documents relating to internal audits are passed to the Quality Manager.
12.	The Quality Audit record and all other documents relating to internal Quality Audits are retained for inspection by QMS Quality Management Systems at the annual external Quality Audit.
13.	All issues arising from the internal Quality Audit requiring immediate attention are discussed with the appropriate personnel and a record kept on a Quality Audit Report or Management Information Report as appropriate.
14.	The Quality Manager ensures that the Quality Audit results are discussed at the next Management Review.

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8.2	Monitoring and measurement (Continued)
8.2.3	Monitoring and measurement of processes
Summary of Requirements	Procedures must be established and maintained to measure and monitor the Quality Management System processes in order to ascertain the extent to which they meet customer requirements and satisfy their intended purpose.

	STATEMENT/PROCEDURE
1.	Monitoring and measurement of processes is achieved by implementation of the procedures set out in Sections 8.2.2, (Internal Audit) and 5.6 (Management Review).

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8.2	Monitoring and measurement (Continued)
8.2.4	Monitoring and measurement of product
Summary of Requirements	Procedures must be established and maintained to monitor and measure the characteristics of the product against the acceptance criteria and these activities must be documented. Control procedures must ensure that product is not released until the acceptance criteria have been met.

	STATEMENT/PROCEDURE
1.	As the work progresses interim inspections and tests are made as required with results recorded on the appropriate NICEIC certificate.
2.	On completion of the contract the Contract Engineer reviews all work against the agreed specification, any variations identified are resolved after liaison with the Contract Manager.
3.	A final inspection and test is carried out and recorded on the appropriate NICEIC certificate.
4.	If a NICEIC certificate is not necessary then completion of the work is endorsed by the completed time sheet. The final copy of which is kept in the contract file
5.	At the completion of major contracts, key documents on the file are scanned onto the computer system by the quality manager.

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8.3	Control of non-conforming product
Summary of Requirements	Procedures are required to ensure that non-conforming products are identified and segregated in order to prevent their unintentional delivery, issue or use. Procedures must also address their disposal.

STATEMENT/PROCEDURE	
1.	All activities not meeting the requirements of the Quality Management System or agreements with customers are suspended pending appropriate action.
2.	The occurrence is investigated in order to establish its cause.
3.	A record is kept on a Customer Complaint Form or Non-conformance Report of the occurrence and its cause.
4.	All consequences of the occurrence are similarly recorded.
5.	All goods returned to the warehouse, for any reason, are inspected on receipt. Stock items, in good working order, are returned to stock.
6.	Goods requiring return to supplier either as a result of a defect or no longer required for any other reason are clearly identified as such by marking, labelling or segregation in a clearly defined area.
7.	A fax is prepared detailing the supplier, the goods to be returned and the reason for return. The supplier arranges collection as required. Goods are only released against a Collection Note or Goods Returned Note.
8.	The storeman attaches the Collection Note to the copy of the relevant Advice Note. Collection Notes are filed until Bloom and Wake receive a Credit Note.

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8 - MEASUREMENT, ANALYSIS AND IMPROVEMENT

8.4	Analysis of data
Summary of Requirements	Data received and held by the Organisation relating to customer satisfaction levels, product conformance requirements and any trends that may introduce opportunities for preventive action must be securely held and analysed.

	STATEMENT/PROCEDURE
1.	The following data is analysed in order to identify trends and opportunities for preventive and/or improvement actions: <ol style="list-style-type: none">1. Customer satisfaction records2. Product and/or service conformity records3. Product and/or service trends4. Results of internal Quality Audits as a measurement of the effectiveness of the Quality Management System
2.	The analysed data is presented as critical input into the Management Review process set out in Section 5.6.

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8 - MEASUREMENT, ANALYSIS AND IMPROVEMENT

8.5	Improvement
8.5.1	Continual improvement
Summary of Requirements	The Organisation shall plan, manage and do everything in its power to ensure the continual improvement of the Quality Management System.

	STATEMENT/PROCEDURE
1.	<p>The effectiveness of the Quality Management System is continually reviewed and improved through the Management Review process set out in Section 5.6 and by:</p> <ol style="list-style-type: none">1. The application of the Quality Policy2. The application of the Quality objectives3. Quality Audits4. Analysis of data5. Corrective and preventive actions6. Circulation of Management Review Minutes

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8 - MEASUREMENT, ANALYSIS AND IMPROVEMENT

8.5	Improvement (Continued)
8.5.2	Corrective action
Summary of Requirements	Documented procedures must be established and maintained to address: <ul style="list-style-type: none"> a) Identifying non-conformities b) Determining their cause c) Evaluating the requirement for the introduction of preventive action(s) d) Implementing any such action e) Reviewing and recording all such activities
8.5.3	Preventive action
Summary of Requirements	Documented procedures must be established and maintained to address: <ul style="list-style-type: none"> a) Identifying potential non-conformities b) Implementing appropriate preventive action c) Recording and reviewing all such activities

	STATEMENT/PROCEDURE
1.	As a fundamental component of their role, senior management is responsible for identifying situations within the Organisation's activities that may create non-conformances.
2.	Whenever such a situation is identified preventive action is formulated and applied.
3.	The action taken to correct any activities not meeting the requirements of the Quality Management System or agreements with customers is recorded on the Customer Complaint Form or Non-conformance Form.
4.	The preventive action taken in order to avert recurrence of such activities is similarly recorded.

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8.5	Improvement (Continued)
5.	The collective actions taken to prevent recurrence of non-conformances, and those records and reports generated, are regularly reviewed at Management Review Meetings to identify any trends and determine the effectiveness of preventive measures taken.
6.	Revised procedures are developed and implemented as considered appropriate and are reviewed accordingly.