

MANILVA | **CONTRACTS**

ISO 9001:2008

QUALITY MANAGEMENT MANUAL

Approvals

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

	Name	Signature	Position	Date
Prepared by	A Vieira		Secretary	March 2016
Reviewed by	S Boosey		Contracts Manager	March 2016
Approved by	S Falzon		Managing Director	March 2016

Amendment Record

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

Page No.	Approved	Revision	Date
5		Quality Policy Added	02.16
22		Preventative Action reworded	03.16
21		Corrective Action reworded	03.16
7&8		Removed Inspection Measuring & Test Equipment	03.16

CONTENTS

Page

3	Contents
4	Introduction
4	Company Policy/Mission Statement
5	Quality Policy
5	Management Structure
5	Management System
5	Record Control
6	Purchasing
7	Purchase Supplied Products
7	Product identification and traceability
7	Process Control
8	Inspection, Measuring and Equipment
8	Non-conformance and corrective action
8	Handling, storage, Packaging and Delivery
8	Internal Quality Audits
9	Training
10	List of Company Procedures
34	Management Flow Chart
35	Quality Management System Structure

Introduction

Manilva Contracts Limited as a company offers services for the provision of painting and decorating with associated repair and restoration. The company acts as both a Main Contractor and a Sub Contractor. The company carries out work broadly within the whole of London and the South East of England.

Company Policy/ Mission Statement

The quality manual/policy is an open document and is available to all staff at all times and clients if requested. Only the quality manager has the authority to change/adapt the system. All superseded policy's to be disposed of. All copies are kept together in the main file.

Internal audits and management reviews are considered by the Quality Manager to be confidential and shall be stored separately. The design and development in clause (7.3) is specifically excluded as it is not within our company's scope of works.

It is company policy to implement a formal and effective management system to ensure that its services to clients meet stated objectives and contractual obligations. This policy is authorised and signed by the Managing Director.

The management systems consist of this manual and the procedures adopted in running the company.

The manual is the company's management statement of intention to comply with the clauses of BS EN ISO 9001: 2008, in so far as it applies to painting and decorating. It is Manilva's intention to update to BS EN ISO 9001: 2015 in line with changes over the next couple of years.

The manual is available for inspection by individual clients when requested subject to Managing Directors' approval.

The procedures are the detailed operational requirements of the company's work related to the relevant BS EN ISO 9001: 2008 and are confidential to the company. Procedures are project orientated and cover the duties and activities performed by all personnel.

The management and implementation of the system is the responsibility of all staff as applicable to their area of operations and range of duties.

The Managing Director is committed to the continual improvement of all elements of the business, and to enter the establishments of clear objectives to enable developments and improvements to be monitored. The main objectives will be subject to annual review. This ethos is filtered down to throughout the company in order to make the standard work.

Date:

Signature:

S.Falzon - Managing Director

Quality Policy

Commitment to clients and to the highest levels of professional excellence has and will continue to be our prime objective. The establishment of a Quality Management Manual to BS Standard (BS EN ISO 9001: 2008) is part of that commitment, and we seek to continually improve upon the effectiveness of our Quality Management System.

To achieve and maintain our targets for growth and efficiency, it is of paramount importance that our quality systems and procedures are consolidated, documented and observed, and that these procedures are reviewed periodically and amended as necessary to continually improve the effectiveness of our QMS. This is required to ensure that tasks are planned, controlled and successfully carried out and completed and that project-related issues are promptly identified and resolved.

The co-operation and dedication of all staff will be tantamount to the success of the QMS. Quality is reliant on all staff participating fully within the scope of the Manual.

Management Structure

The company is managed by the Managing Director, the Contracts Manager and the Secretary (who also acts as the Quality Manager) who have overall responsibility for the implementation of the systems throughout the business as shown in our management flow chart.

Management System

The management system comprises:

- This document incorporating the company mission statement
- Procedures which defines how the specific activities within the company are carried out and indicate the responsibilities of individuals for these activities.
- Measures where applicable for:
 - Preparing quotations
 - Tendering
 - Undertaking the contract works
 - Cost control
- An approved programme of internal audits designed to establish that authorised procedures are understood, being followed and are effective.
- Annual management reviews and project quality records to decide and initiate any changes needed to the management system to ensure its continued effective operation.

Record Control Procedure

On receipt, incoming letters correspondence and all other documents relating to projects are stamped then hand written with date and tender/job number (if

applicable). Potential projects (tenders) are given the next sequential number, logged onto a spreadsheet and written in the Tender book. The spreadsheet is held on domain so that the status of all documents is clear at all times.

Once a project is won it then becomes a Job, given a Job number and transferred to a job file. Information is subject to a change control procedure to ensure that changes have appropriate authorisation and that their effect on cost and programme are considered.

After payment of the final invoice the contract files are closed. All document cases/boxes are identified by client, job title and period of retention. Documents to be kept in a dedicated archive store room. Documents are disposed of at the end of the statutory period – usually six years. All completed jobs and tenders are kept electronically on domain. Financial documents are kept in storage for statutory period of six years.

Purchasing

Staff and Site Recruitment

All permanent staff are interviewed and appointed by the Managing Director. Site operatives (subcontractors) are appointed through Indigo who then engage each individual to work on our sites.

For Internal Use

General office materials are purchased from approved suppliers, selected according to their ability to meet requirements and chosen after considering price etc.

Materials for use on site

Materials and services for use on site are purchased to meet the client's specification and are generally job related. Purchases are only made from approved suppliers. Minor purchases may be made from petty cash on the authorisation of the Contracts Manager/MD. Materials invoices are referenced by Project name. Any unidentified invoices are picked up at point of receipt and queried with supplier.

Subcontractors and suppliers

Anyone not previously used by the company will be vetted by Managing Director/Contract Manager. For major subcontractors this process could include interviews. They will be selected on the basis of their ability to meet contract requirements in relation to the type of work, timescale, scope and size of contract.

A feedback review and assessment of subcontractors performances will be made and recorded for future use. A list of approved subcontractors is held on domain.

Product identification and traceability

All materials, products and equipment for installation on site are identified by means of the job name or numbers.

Specifications, schedules, drawings and other relevant information required for the work are maintained on site.

Contract documents and project related documents such as certificates, receipts, approvals, minutes and instructions are maintained in the office on file but copies are issued to site where relevant.

Process control

The development of the project is monitored from the office and on site. Most jobs follow a programme of works. All documents defining the requirements for the works are monitored and stored within relevant job folders.

When a tender becomes a confirmed job we carry out a site inspection with client and the client will amend specification to site specific requirements (if applicable) and issue contract instruction to incorporate amended specification. At this time we will re-cost (in line with change control procedure) and bring costs forward in future valuation. On receipt of agreed contract instruction costs the revised specification is passed down the chain to the various site operatives. Where changes affect brief, programme or cost the clients authority in writing is requested.

Standards of workmanship are monitored and controlled and are subject to client approval.

The process of contracts is reviewed on an ongoing basis by the Managing Director, Contracts Manager and operatives involved ensuring compliance with brief, cost and programme.

Site visits required of authorised persons from local, statutory and other authorities are recorded.

Manilva have excluded 7.6 Control of monitoring and measuring equipment from this manual. Large equipment is hired from companies who hold their own insurances and this has proven more cost effective to us, savings which is then passed on to our clients.

Non-Conforming Service

All services found defective or non-conforming are dealt with as soon as possible to ensure that they are not incorporated in the finished work.

The cause/reason for any non-conformity is recorded, analysed, reported at source and management meetings and action taken to prevent reoccurrence.

Non-conformances are recorded on file notes. Documents are copied to the manager. Effectiveness of action taken is verified at the next management meeting review and internal audits.

These records form part of the feedback review and are regularly assessed to prevent unacceptable trends on future projects.

Non-conformity and client complaints are reviewed for:

1. Complainant
2. Problem
3. Corrective Action
4. Preventative Action
5. Comments

Inspections are carried out to ensure that there no non-conforming services,

Handling, Storage, Packaging and Delivery

All materials and products received by the company for use on site are suitably stored and protected. Suppliers requirements where stated are adhered to.

Materials and products are generally delivered directly to site where they are checked for type, quantity and quality.

Internal Management Audits

Internal audits of the management system are carried out on an annual basis to an established programme.

The purpose is to establish that the authorised procedures and instructions are understood, being implemented and are effective and to initiate timely corrective action where necessary. Priority is given to areas of activity in which problems have been experienced. Audits are based on check lists. Findings are recorded for discussion/review on domain.

Non-compliances are recorded and are discussed with the staff members concerned.

Audit reports are carried out in accordance with the Audit Plan.

The auditors where possible, will not have direct managerial responsibilities over the section being audited.

Training

Staff are trained on the basis of needs and requirements of the company and individual projects. Qualifications, technical skill and experience are also considered appropriate to the work they are required to carry out.

All site operatives are given site specific induction training including a description of the company's working methods and the system.

Personnel records are maintained. Updating and further training are reviewed annually. Training arrangements are approved by the Managing Director.

All personnel are made aware of the company's Health and Safety policy and are requested to sign that they have read, understood and agree to comply with its provisions.

Analysis of Data

Feed- back from contract meetings will be analysed and procedures will be adapted accordingly. This will also be the case following any customer surveys or meetings. This to include feed- back from customers on cost comparisons.

LIST OF COMPANY PROCEDURES

Enquiries/ pre-contract

1. Enquiries
2. Tendering Process

Contract Stage

3. Receipt of order
4. Purchasing
5. Health and Safety
6. Valuation/Cost Control/Final Accounts
7. Claims, Complaints, Preventative Action, Corrective Action, Non Conformance

Support Procedures

8. Document Control
9. Management Review
10. Quality Records
11. Audit Procedure
12. Recruitment and Training
13. Subcontractors/suppliers
14. Vehicle Maintenance
15. Equipment Maintenance
16. Feedback Review

1.0 PURPOSE

To define the procedure to be adopted on receipt of enquiries to submit tenders or quotations for works

2.0 SCOPE

Covers the methods of dealing with;
-Painting & Decorating

3.0 PROCEDURE

Enquiries generally come in the form of written or electronic invitations to submit tenders or quotations. Enquiries for quotations can also be received verbally. Enquiries are also made to establish if Manilva Contracts are interested in tendering or quoting for specific works.

All enquiries are stamped on receipt to record date and given a tender/estimating number (if applicable). The tender is then referred to the Contracts Manager or Managing Director who determines if an invitation to tender or quote should be accepted.

In the absence of Contracts Manager/Managing Director other staff may receive verbal enquiries and are to take note of the following information:

- Prospective Client's name
- Contact name
- Telephone Number/e mail address
- Date and time of enquiry
- Site address
- Other relevant information i.e. tender return date

This information is to be recorded in the Tender Enquiry book and in an excel spreadsheet (Tender List). Any other correspondence should have notes which are to be passed on to the Contracts Manager or Managing Director who will follow it up upon their return.

1.0 PURPOSE

to define the requirements for preparing and submitting tenders and for completing and maintaining the quality plan.

2.0 SCOPE

Covers tenders for us acting as main contractor and as a sub contractor

3.0 PROCEDURE

Tender invitations generally include full documentation prepared by the client or his consultant describing in detail the work to be priced.

The Managing Director or Contracts Manager will check that all documents are completed and will take all other actions in this procedure unless stated otherwise.

A decision is made whether to proceed with the tender. If not the client will be notified as necessary.

Rejection or acceptance of a tender will be based on the following criteria:

- | | |
|----------------------------|---|
| Client Acceptability | - Financial Status
- Payment Record
- Working relationship |
| Programme Requirements | - Workload
- Time Scale |
| Internal Considerations | - Labour Commitment
- Company Financial Considerations |
| Specification Requirements | - Nature and scope of work |
| Conditions of Contract | -Onerous Conditions
-Liquidated Damages
-Insurance Requirements |

If it is decided to proceed the Contracts Manager/ Managing Director or Secretary will record the documents on the electronic system (Tender File) and in the tender record book, noting the required return date.

The Contracts Manager or Managing Director then carries out the process in accordance with the quality plan/schedule of works. Sub-Contract works are identified and then sent out for pricing. The costs of the works are prepared on data sheets and all necessary information is assembled.

A site survey is carried out if appropriate to determine site conditions and to establish the extent of the works. Dimensions are taken as necessary.

The appropriate people decide the final costs and consider contractual commitments and labour requirements. Qualifications and exclusions are noted. The final tender is assembled and submitted by return due date.

Tender due dates are recorded electronically, on the wall chart and in the tender book. These are reviewed on a regular basis.

1.0 PURPOSE

Formal Order

On receipt of an order the Contracts Manager/Managing Director will take the following actions.

1. Allocate Resources
2. Appoint the person to be in charge of the project on site
3. Determine the number and nature of operatives to carry out the works
4. Prepare a programme for the works showing commencement and completion dates. Alternatively discuss and agree main contractors programme.
5. Check and confirm that the suppliers and subcontractors are available to meet the programme.
6. Initiate filing system.
7. Check with the client that all necessary approvals have been received.
8. Place preliminary orders or letters of intent as appropriate.
9. Transfer appropriate tender/quotation information to electronic and hard copy Job file
10. Allocate a job number.
11. Arrange/attend pre-contract meeting with the main Contractor/Client as appropriate.

Informal Instruction to proceed without costs agreed

On receipt of an instruction the Contracts Manager/ Managing Director will write to the client confirming;

1. A description of the work
2. The time scale
3. That the work will be undertaken on a day work basis
4. Payment arrangements and terms

The Contracts Manager/ Managing Director will arrange for the contract opening progress as for formal orders.

1.0 PURPOSE

to establish the method of purchasing materials for sites and for hiring plant and equipment, and office purchases.

2.0 SCOPE

covers all materials, products, goods, equipment, plant and suppliers services.

3.0 PROCEDURE

3.1 Purchasing For Contracts

Quantities and details of materials, service and plant are taken from the job specification, drawings, schedules and other contract documents provided and/or taken off internal cost/estimate sheets.

The Contracts Manager/MD will identify any critical items on long delivery or needing to be delivered early.

Delivery requirements for sub-contractors plant hire and any special items are established. The client or Main Contractor is informed if there are any critical changes in delivery.

3.2 Orders

The Contracts Manager/Manager places all orders.

Ordering numbering system for Purchase Order of Sub Contract order is as follows:

Job numbering/ Date/ Signature of person placing order.

Wherever possible, purchases are made from established suppliers on the approved list are all under instructions to supply materials or goods to authorised personnel only with an official order. Orders for delivery may be placed by telephone if an official order number is provided.

Manilva Contracts purchases all materials and equipment to ISO standard where possible.

When the client or Main Contractor issues revised information or instructions, the Contracts Manager/MD will immediately evaluate the effects on purchasing requirements. He will then advise the client/Main contractor of the implication on cost and programme. At the same time he will revise the procurement schedule accordingly and place, cancel or modify orders as appropriate. He will also instigate the change control procedure.

Plant hired only from established and known suppliers.

3.3 Purchasing for office

Purchase of goods and administrative supplies for internal use is carried out by the secretary with the Managing Director's authorisation where applicable. Purchases where possible are made from known suppliers who have previously given satisfactory service.

3.4 Purchase of Services

Specialists firms or consultants to be appointed by the Company shall be engaged by written appointment authorised by Contracts Manager/Managing Director. Such firms shall be selected according to capability, past performance, availability and ability to meet the project and quality requirements.

Health and Safety

All works are to be carried out in accordance with Manilva Contracts Health and Safety policy. All personnel are required to comply with this policy.

Periodic inspections may be made by Health and Safety Executive without prior warning. The person in charge on site will record details of the Health and Safety Officers comments on a file note and report back to the Contracts Manager/Manager as appropriate.

Where possible all relevant operatives shall be proved to be competent and CSCS registered.

Manilva instruct the H&S specialists Grove Services to ensure we keep up to date and abreast with monitoring changes in regulations and legislation.

1.0 PURPOSE

To define the procedure for valuation of the works carried out on site and for submitting interim and final accounts.

2.0 SCOPE

Covers all work carried out by the company.

3.0 PROCEDURE

Valuations for interim payments are prepared by the Managing Director/Contracts Manager and are generally based on the percentage of the work completed, including agreed variations to date plus if applicable an allowance for unfixed materials on site. The cost of exceptional items stored off site may be included in valuations by prior agreement.

The Contracts Manager/Managing Director is responsible for assessing from site progress information the percentage of work complete.

On receipt of instructions involving extra work the additional cost is evaluated and the client/main contractor is informed. Such costs are included on the next appropriate valuation.

Day work sheets giving details of labour and materials expended on additional work or modified work are costed and submitted with the appropriate valuation.

At practical completion date a Final Account is prepared and submitted for payment. This will include release of half of any retention sum

At completion of making good defects at the end of the defects liability period, a final invoice is submitted for the balance of retention monies.

If agreement cannot be reached on any item in the Final Account within a reasonable time scale then a further interim valuation is to be prepared covering all agreed items for payment.

CLAIMS, COMPLAINTS & NON-CONFORMANCE

PROCEDURE

Contractual Claims

The submission of claims under the contract for extensions of time and other claims to the client and or main contractor are subject to the Contracts Manager/Managing Director's decision. Applications for extensions of time will be submitted during the course of the contract. These applications will be pursued as they occur and not left until the end of the contract.

Claims for Liquidated Damages

Any liquidated Damages imposed by the client will be investigated by the Contracts Manager/MD and discussed with the client. A decision will be then made to decide if an ex-contractual claim is to be initiated for an extension of time to counteract the claim for liquidated damages.

Third Party Claims

Third party claims against Manilva Contracts for loss or damage to goods or property, personal injury or death, will be referred by the Contracts Manager/MD to the company's Public Liability insurers.

The need for claims by Manilva Contracts against others will be decided by the Contracts Manager/MD and action taken accordingly.

Complaints

Bad workmanship Complaints and defects occurring during the contract period.

Complaints from the client, their representatives or main contractors about the standard of workmanship or alleged non conformance with the specified requirements will be responded to immediately. Where applicable the work item will be responded to immediately. Where applicable the work item will be amended and brought up to standard. In event that Manilva Contracts dispute the standards being demanded the Contracts Manager/Manager will investigate and resolve the matter with the client or if necessary take action. original supplier. If possible an arrangement will be made for manufactures representative to visit site.

At the discretion of Manilva Contracts and at no disadvantage to the customer the items may be repaired rather than replaced.

In all cases the supplier will be notified and at the discretion of the Contracts Manager/Manager a claim may be investigated against the supplier for consequential costs.

Accidental Damage

On receipt of a claim against the company for accidental damage to goods or property, either written or verbal, the recipient will note the details and advise the complainant that the matter will be referred to the person running the project. Refer the details to the Contracts Manager/Manager.

Under no circumstances should operatives or persons running the job become involved in discussion or argument or admit any liability concerning complaint.

The Contracts Manager/Manager will then:

- Investigate the claim
- Establish the merits and value of the complaint
- Either individually or in consultation will agree the responses. A record of the conclusion will be made on a file note and if necessary the matter will be referred to the insurance company.

Complaints against Staff

Complaints against staff are investigated by senior personnel in consultation with the person concerned and others as necessary.

Depending upon the nature and seriousness of the complaint the appropriate action will be taken and the complainant advised accordingly.

Faulty Products

Any materials found to be faulty either during installation, application or within the defects liability period will be replaced with an equivalent product to be obtained free of charge

Non Compliance

Procedures are in place to identify the responsibility and authority to deal with non-conformities and prevent future non-conformance. Corrections will be re-validated and appropriate action/s taken. Follow up will be noted and brought to the attention of the Management Team.

Corrective Action (8.5.2)

Procedures are in place to eliminate the cause of non-conformities to prevent recurrence. Action taken shall be appropriate to the impact of the problem encountered. Review should address the identification of non-conformity and the cause. The root cause shall try to be determined to prevent the non-conformity from occurring again.

We look for corrective action when conducting a site inspection and consulting with site operatives. Manilva have a customer feedback form which is looked at in management meetings prior to audits and assess. Our form deals with non conformities, investigates complaints and looks to determine root cause why the problem occurred and how we prevent it happening again. In some cases we can propose an alternative appropriate solution.

Once Management are happy the correction action has been applied, the matter can be closed.

Corrective Action – Selection of Tender

If unsuccessful we ask client/managing agent for a tender analysis outlining where we were placed. Under the data protection act most companies have not divulged information lately but where we can we note on domain where we have failed in order to be more competitive in the future.

Corrective Action - Standard of Work

We always offer the client to snag our standard of work – this is normally done at site meetings while the job is going on or in the case of smaller jobs at completion stage. Snagging is a daily part of our work and we attend to as and when they arise. We give the client the opportunity to de-snag. At that stage client will pass off in form of payment.

Preventative Action (8.5.3)

In order to minimise future recurrent problems, procedures and monitoring are in place to cover the potential cause of nonconformities and try to prevent or eliminate before they occur. Procedures address the identification, the cause, actions and action taken. Manilva have a preventative action plan which may be filled out, forms can be analysed to look for trends in the root causes of corrective actions. In particular on large projects the Contracts Manger or the Quality Manager will do thorough site specific Risk Assessment which all site operatives have access to. If Site Foreman/ operatives have suggestions for improvement this is also noted.

Manilva instruct the H&S specialists Grove Services to ensure we keep up to date and abreast with monitoring changes in regulations and legislation.

Regular site meetings and visits help identify a potential problem. If a problem is reported it is recorded on the form to the CM or the QM. The Contracts Manager or MD will work with the Site Foreman or operative to investigate and decide on what action is taken. Once the solution has been found the CM or the MD will check back to see how effective the resolution was.

Once the form has been filled out it is reviewed at company meeting and discussed with final corrective action noted.

Incoming Mail

All incoming mail is opened by the secretary who extracts cheques and invoices, all other items will be looked at to decide what action should be taken and whether further action is necessary. Cheques are checked against the original invoice and banked. Paid invoices are then transferred to the invoices paid file. All letters are stamped then handwritten with date and enquiry/job number and if necessary responded to by appropriate person/department. If a tender is received it is stamped with date and given a tender/enquiry number. This is recorded on a spreadsheet, put on our working white board and hard copy version in a Tender book.

All Documents brought into the office by hand are to be processed as incoming mail.

Letters affecting more than one project are to be copied and cross-referenced to the relevant files by the MD/Contracts Manager/Secretary.

Outgoing Mail

Letters are to conform to the standard format (Headed paper, dated, referenced, Font Calibri – usually 11). When a new document is created it can be approved by the MD, Contracts Director or Secretary for release. It is recorded to control the copy in line with document control procedures on the domain referencing number, author title and version. Only the MD, Contracts Manager and secretary can access, amend or send documents. All three have access to the document control template on the domain.

Any changes to the document are further recorded on same template but to protect the document it is version controlled. The author has the responsibility to approve and ensure document is correct version and prevent the obsolete version being submitted.

All letters are dated and include a Job number and reference if applicable.

A copy is taken of all sent letters and filed in relevant job file. Outgoing letters are signed by the originator or as delegated.

Invoices

Outgoing Invoices are typed using the standard template. An invoice number is to be taken from the invoice book and also detailed on the domain in the invoice template. A new invoice number date and site name MUST be included. All sales invoices are recorded on the domain with invoice number, date and hard copies are filed in the Sales Invoices file. Once paid hard copy moved to Sales Invoices Paid and noted on the domain as paid.

Incoming purchase invoices are filed in alphabetical order in appropriate section of the invoices due file, checked for job number approved by MD or Contracts Manager

Copies may be made and inserted into the appropriate job file where applicable. All invoices are input onto sage accounting system. The secretary checks the invoice against the PO number and Managing Director checks the invoice to ensure correct amount/job number. The MD then passes for payment and the invoice is moved to Suppliers Invoices Paid file. Once the bank statement arrives the secretary marks as paid on Sage and reconciles. Any queries are picked up at receipt of invoice or once reconciling the balance on accounts.

Incoming Faxes and e mails

Faxes and e mails are to be treated as incoming mail and filed.

Purchase and Sub Contract Orders

Purchase orders are to be in triplicate and distributed as follows:

- Top copy to supplier, copy to project file
And copy maintained in computer records
Sub contractors orders are in triplicate and treated as above.

Quality Assurance Manual Procedures

The manual is available for external issue to clients, potential clients and/or others as decided by the Contracts Manager/Managing Director. A list of names, Dates of issue and revision reference will be kept and maintained by the QA Manager.

The procedures are for internal use. Controlled copies of the Procedures will be issued by the QA Manager to named recipients.

All issues and reissues are to be signed by the QA Manager as authorised and are to be listed by him/her.

Any revisions to the manual will be recorded and retained by the QA Manager. Any revisions to the procedures will be recorded and noted on the relevant procedure. The QA manager will retain a copy of the procedure.

Holders of controlled copies are responsible for prompt insertion of supplied revised sheets and return of superseded sheets to the QA Manager.

Unauthorised copies of the Quality Assurance Manual and Procedures are prohibited to prevent use of superseded information. Uncontrolled photocopies maybe permitted by the QA Manager. These must be marked 'UNCONTROLLED COPY'.

FILING

Files include the following:

- Job or project files
- Account files
- Client lists
- Tenders due
- Invoices files

Job files are tagged as directed by the Contracts Manager/Managing Director.

Site files are retained by the person in charge on site and returned to the office on completion of works.

All other files are retained in the office at all times.

Archiving

Archiving shall be initiated on the instruction of the Contracts Manager/MD.

On completion of all work following receipt of final payment, all files, drawings and other project documents are stored, packed, and clearly labelled indicating project title, job number and date stored. Hard copies are kept in a locked store room. A note is made on the domain outlining date/project details/job number and storage box number for ease of reference. All documents are kept for a minimum of six years.

No documents are to be destroyed without the prior agreement of the Contracts Manager/MD.

Reference information

All trade and technical information is retained at the discretion of the Contracts Manager/MD and filed in the relevant section of the information section.

The current status is checked by individual members of staff where relevant.

ASSOCIATED DOCUMENTS

Completed Jobs Spreadsheet

1.0 PURPOSE

To define the requirements for review of the quality system and to initiate management actions needed.

2.0 SCOPE+L nc

Covers the methods of reviewing the effectiveness of office procedures, quality standards and to define the corrective action required.

3.0 PROCEDURE

A comprehensive review of the whole Quality Management System and Quality Policy is carried out at 12 month intervals by the QA Manager, Contracts Manager and Managing Director.

The quality management system is reviewed for continuing suitability and effectiveness.

The QA Manager reports on the following quality matters where appropriate.

- Internal audits completed
- Feedback reviews held
- Problems identified and not resolved
- Client and other complaints
- Unacceptable trends
- External audits by certification body where applicable
- Comments received from staff and others

Notes are produced of all Management Review Meetings

Modifications and additions proposed to the QA Manual and procedures are examined, discussed and incorporated where appropriate.

The Quality Manager shall ensure all mandatory standards are addressed at review meeting to be included into the current upcoming policy. Exclusions should be looked at and fully outlined also.

The QM will ensure current performance and improvement opportunities related to audits and findings from non conforming procedures are noted by all at Management level. Managers to filter policies down to all, including site personnel in order for standards to be maintained.

1.0 PURPOSE

To define the requirements for maintaining records relating to Quality Assurance.

2.0 SCOPE

Covers the management of Quality Records

3.0 PROCEDURE

Quality Assurance records regarding office audits, notices of no-complaints, corrective action and comments are filed and maintained by the Quality Assurance Manager.

Tendering/Quotation Quality Plans are filed in the front of the relevant folder.

Complaints and claims are kept in the appropriate project file and copied to the QA Manager.

Records of sub-contractors, suppliers and consultants performances are maintained and filled by the QA Manager.

All quality records are retained for a minimum of six years subject to a decision by the Contracts Manager/ Managing Director and reviewed by the QA manager for trends and suggestions.

1.0 PURPOSE

To define the procedure for implementing and monitoring the Quality Assurance system.

2.0 SCOPE

Covers the method of conducting internal audits and issuing non-compliance notices, implementation of corrective action as required and assessment of the effectiveness of the quality system.

3.0 PROCEDURE

Internal audits are carried out at planned intervals by the Quality Manager to ensure that approved QA procedures are being fully implemented throughout the company. It is important to carry out audits as a way of safeguarding/checking that ISO standards are being implemented effectively and maintained.

Audits will be carried out against the approved internal audit programme indicating the company procedures and the clauses of ISO 9001:2008.

The programme records of audits are to be kept by the Quality Manager.

The Auditor may not audit his/her own department. Findings of the Audit are to be confidential.

Management will review the audit and take corrective action if necessary. Follow up audits should be scheduled and findings should be outlined in detail in the Audit Evaluation Form.

Non-compliance notices will be issued by the Quality Manager to the person/department being audited to indicate items that are not conforming to the QA requirements. A copy will be kept. Notices are required to be dealt with promptly to avoid deterioration in standards. After items indicated on non-compliance sheet and discussed at the next Management Meeting.

Non-compliances are monitored by the QA Manager to prevent the development of unacceptable trends.

4.0 ASSOCIATED DOCUMENTS

Internal audit programme

Audit Evaluation Form

1.0 PURPOSE

To define the procedure for ensuring that staff are trained to carry out their allotted tasks.

2.0 SCOPE

Covers quality training and external training of office and site operatives.

3.0 PROCEDURE

New members of staff will be made aware of the quality system as it applies to their work and their suitability is reviewed early in their probationary period.

Generally special skills or certified training would be outsourced. Where specific training needs are identified by the company appropriate training will be organised and a record will be maintained.

1.0 PURPOSE

To define the requirements for using contractors and major suppliers

2.0 SCOPE

Covers the method of assessing subcontractors and major suppliers.

3.0 PROCEDURE

3.1 Subcontractors and Major Suppliers

Manilva will evaluate and select sub contractors and suppliers based on their ability to supply service/product in accordance with the project requirement.

The company has a number of historically approved subcontractors and suppliers that are used where possible.

When established subcontractors or suppliers are not available or other specialists are required the Contracts Manager or Managing Director will source alternative companies

Subcontractors will be required to complete Subcontractor questionnaire and return with relevant supporting documents. Documents and references are checked by the secretary and the subcontractor evaluation log updated.

Note: The secretary should take up at least one reference

Quotations are obtained from at least three suppliers to determine which supplier to use.

Evaluation of checked documents will be carried out by the MD/CM. Reason for approval will be demonstrated through the Sub Contractor Evaluation Log/Supplier Evaluation Log.

Sub Contractor and supplier performance will be monitored informally over the period of the specified project. Significant issues arising will be logged on the Improvement Action Log and corrective action will be implemented accordingly. Refer to corrective action procedure.

Sub Contractor performance will be reviewed at Management Review Meetings including review of Sub Contractor Evaluation log and need for any changes.

4.0 ASSOCIATED DOCUMENTS

Sub Contractor Evaluation
Supplier Evaluation

1.0 PURPOSE

To define the procedure for ensuring that the company vehicles are properly maintained.

2.0 SCOPE

Covers all company vehicles

3.0 PROCEDURE

This procedure relates to the vehicles owned by Manilva Contracts Ltd

Each vehicle has a designated driver who is responsible for:

- Maintaining the vehicle in a clean and presentable condition
- Driving the vehicle in a safe and legal manner.
- Retaining and parking it safely and legally at all times including over night.
- Reporting to the office when services are due.
- Reporting any incidents, accidents and/or defects that may occur.

The secretary is responsible for:

- Ensuring that road tax is renewed on time
- Ensuring maintenance is arranged in accordance with manufactures instruction and at the intervals stated.
- Reporting to the office when services are due.
- Reporting any incidents, accidents and/or defects that may occur.

In the event of a breakdown or accident the driver shall take action to minimise all risk and must report immediately to the Contracts Manager/Managing Director for instructions.

The Contracts Manager/MD will make the necessary arrangements for vehicle recovery, repair or replacement, driver collection and, if appropriate, work reallocation.

4.0 ASSOCIATED DOCUMENTS

MOT Due Date Document

Motor Vehicle File on Domain and Hard Copy File

1.0 PURPOSE

To define the requirements for controlling and maintaining plant and equipment.

2.0 SCOPE

Covers all equipment owned or hired for use within the company's business.

3.0 PROCEDURE

Hiring of equipment is a regular requirement. This is carried out through established and known suppliers, where possible ISO approved. The responsibility for maintenance of the equipment remains with the supplier who is required to supply certificates where appropriate.

Sub contract and self employed labour are required to supply their own hand tools. These are held to the responsible for the regular maintenance of their own equipment.

The company keeps certain amount of access equipment in its stores. (Ladders steps etc). These are inspected at issue and return.

4.0 ASSOCIATED DOCUMENTS

5.0 APPENDICES

1.0 PURPOSE

To learn from the contract experience and disseminate relevant information to other members of the company.

2.0 SCOPE

Covers all major contracts as defined by the Contracts Manager/MD

3.0 PROCEDURE

Reviews of projects are carried out by the Contracts Manager/MD on an ongoing basis. Feedback reviews are undertaken for major contracts within one month of hand over. The Contracts Manager/MD will undertake the reviews.

Projects are reviewed to assess and establish:

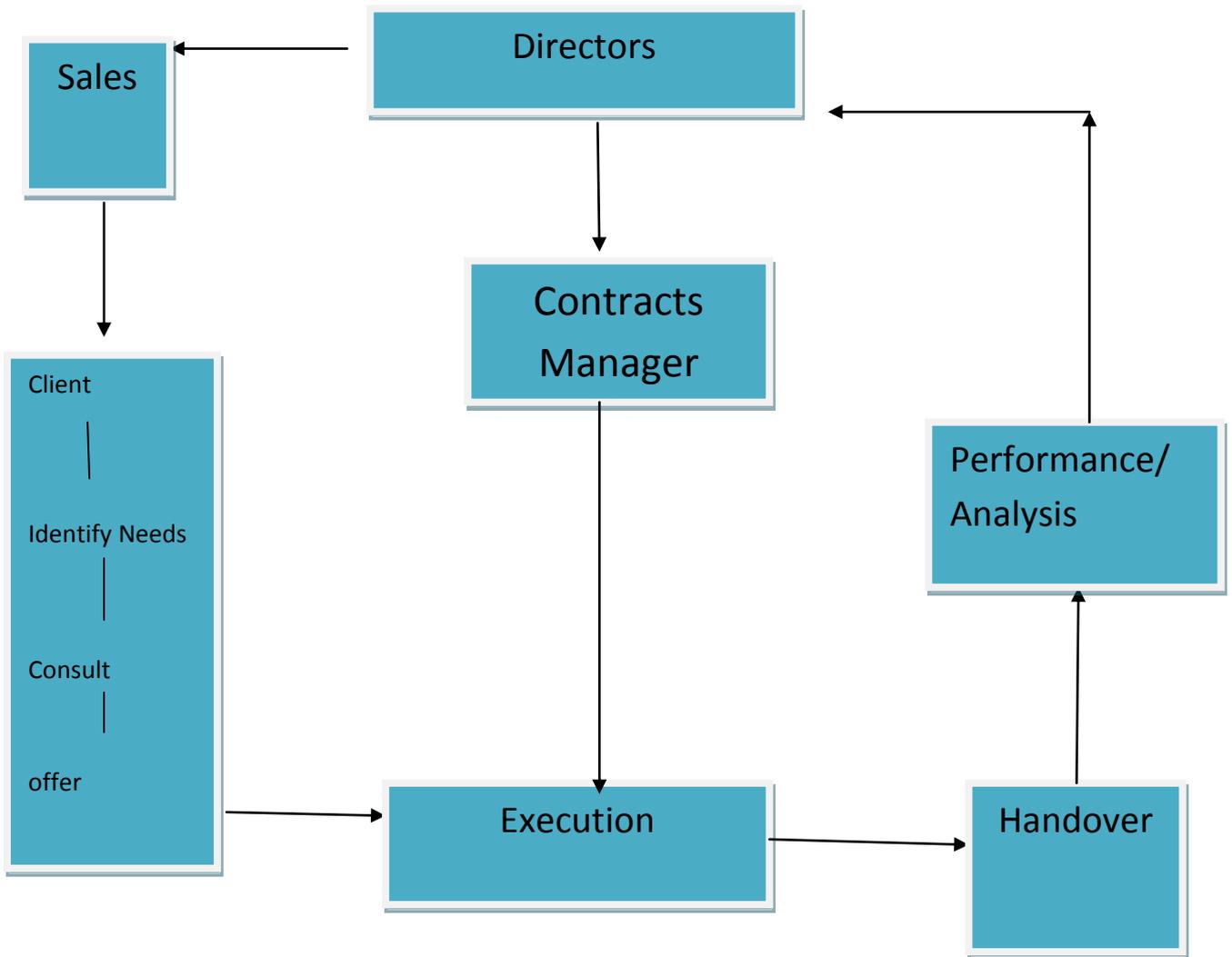
- Comparison of actual costs with tender/quotation
- Programme achievement
- Office and site team performance
- Working relationships
- Sub-contract/supplier performance
- Contractual issues
- Defects, delays and abnormalities
- Corrective action taken
- Clients feedback/satisfaction

The Contracts Manager/Managing Director decides and initiates any desirable future actions to improve performance and control and to prevent the development of unacceptable trends. Records of review are maintained.

4.0 ASSOCIATED DOCUMENTS

Project Feedback Review Form

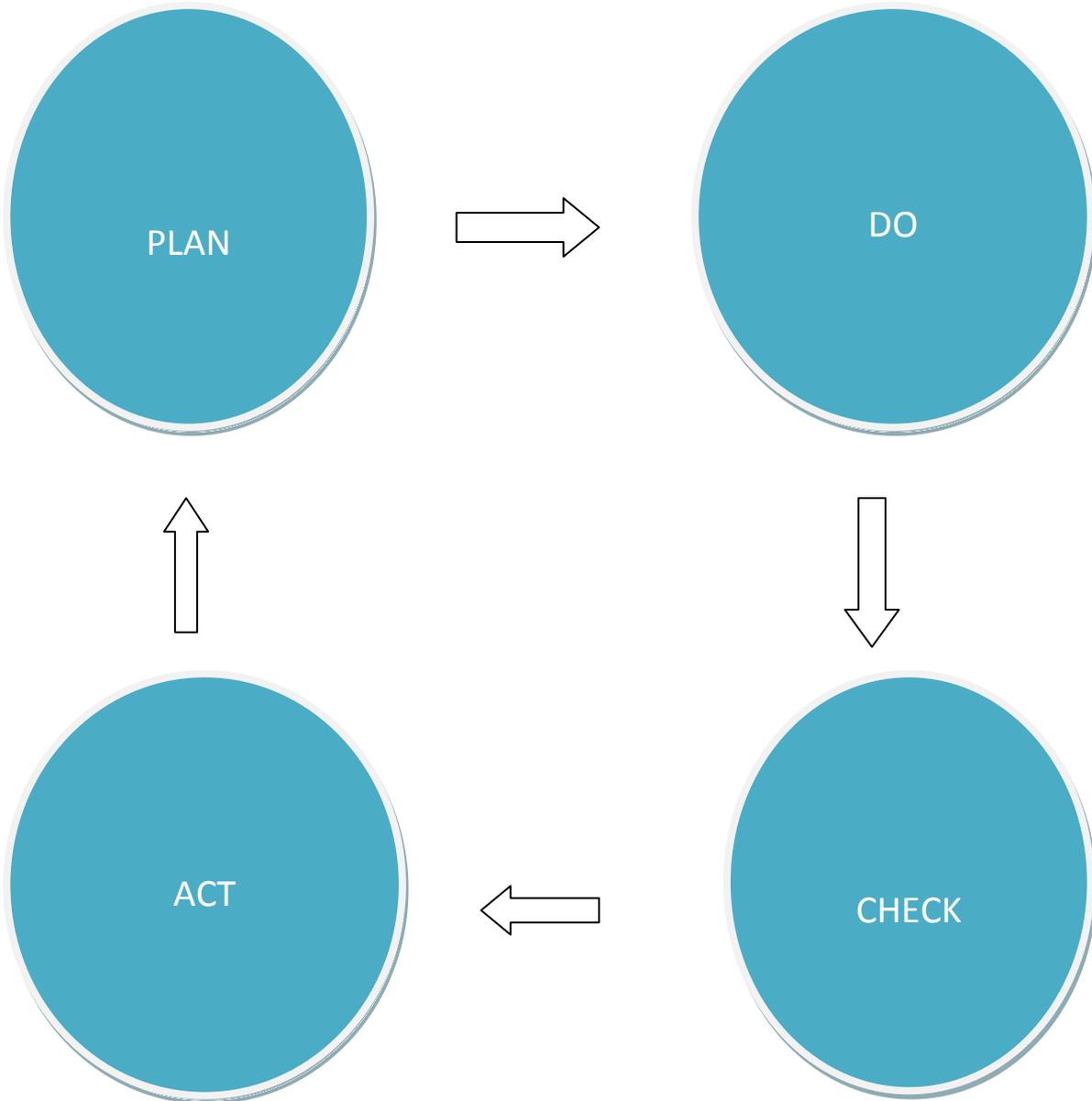
MANAGEMENT FLOW CHART



QUALITY MANAGEMENT SYSTEM STRUCTURE

Resources/Policies/Objectives/Targets

Customer Requirements/Process



Performance/Customer Feedback

Continual Improvement/
Corrective Action/Preventative
Action/Non conformance and
Quality Performance