

Assessment Report

Real Engineering (Yorkshire) Limited

Assessment dates	17/01/2018 to 17/01/2018
Assessment location	Keighley (000)
Report author	John Bachegalup
Assessment standards	ISO 9001:2008



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Executive summary

Real Engineering (Yorkshire) Ltd provide high quality sub-contracting support functions that involve Welding and Metalwork solutions to the Food Manufacturing , Engineering and Water Treatment Industrial Sectors. The strategic direction of the Company is driven by a philosophy which is based upon customer focus , ensuring customer requirements are met and commitment to continuous improvement through innovation and creativity.

It was evident that there is a high level of Customer Focus and commitment at all levels to ensure the Quality Management System achieves its intended results. Staff involved in the assessment were very helpful and exhibited good knowledge and awareness of the of the Quality Management System processes and their contribution to ensuring the effectiveness of the Quality Management System.

Strengths identified during the assessment.

Staff Training and Development Process
Effective Customer Communication Process
Effective Contract Review Process

Assessment objective, scope and criteria

The objective of the assessment was to conduct a surveillance assessment and look for positive evidence to verify that elements of the scope of certification and the requirements of the management standard are effectively addressed by the organization's management system; that the system is demonstrating the ability to support the achievement of statutory, regulatory and contractual requirements and the organization's specified objectives as applicable with regard to the scope of the management standard; to confirm the ongoing achievement and applicability of the forward strategic plan and where applicable to identify potential areas for improvement of the management system.

The scope of the assessment is the documented management system with relation to the requirements of ISO 9001 2015 and the defined assessment plan provided in terms of locations and areas of the system and organization to be assessed.

ISO 9001 2015
Real Engineering Ltd's Quality management system documentation

NCR summary

There have been no NCRs raised.

Definitions:

Nonconformity

Non-fulfilment of a requirement.

Major nonconformity

Nonconformity that affects the capability of the management system to achieve the intended results.

Nonconformities could be classified as major in the following circumstances:

- If there is a significant doubt that effective process control is in place, or that products or services will meet specified requirements;
- A number of minor nonconformities associated with the same requirement or issue could demonstrate a systemic failure and thus constitute a major nonconformity.

Minor nonconformity

Nonconformity that does not affect the capability of the management system to achieve the intended results.

Opportunity for improvement

It is a statement of fact made by an assessor during an assessment, and substantiated by objective evidence, referring to a weakness or potential deficiency in a management system which if not improved may lead to nonconformity in the future. We may provide generic information about industrial best practices but no specific solution shall be provided as a part of an opportunity for improvement.

Observation

It is ONLY applicable for those schemes which prohibit the certification body to issue an opportunity for improvement.

It is a statement of fact made by the assessor referring to a weakness or potential deficiency in a management system which, if not improved, may lead to a nonconformity in the future.

Assessment participants

Name	Position	Opening meeting	Closing meeting	Interviewed (processes)
Chris Cunningham	Operations Manager	X	X	X
Emma Eastwood	Quality Consultant	X	X	X
Wayne Middleton	Managing Director			X
Vikki Maher	Finance Manager			X
Stuart Masters	Goods In / Goods Out Chargehand			X

Status of actions from the previous assessment

Ref	Area/process	Clause
1497663-201707-N1	Manufacturing / Inspection / Despatch ISO 9001 2008 7.5 (ISO 9001 2015 8.5 / 8.6)	7.5.1
Scope	FM 573308	
Certificate Standard	ISO 9001:2008	
Category	Minor	
Details:	Final Inspection Record for Job 4267 - sub assembly inspection record not complete Drawing Number 50002201 not dated by the inspector to verify that the inspection had been carried out.	
Objective evidence:	No evidence that final inspection had been completed on Side Channel LH Drive Left Weldment Assembly - Drawing Number 50002201 -033, Drawing not signed by the Inspector	
Cause	Upon review it was established that the root cause of the non-conformity was attributed to the member of Staff concerned failing to sign the drawing to confirm that the relevant inspection had been carried out in accordance with the inspection process requirements,	
Correction / containment	The member of Staff concerned was made aware of the non-conformity raised and the drawing in question was signed by the inspector to verify that the inspection had been carried out.	
Corrective action	It was confirmed that secondary checks have been implemented which are carried out by the relevant Project Manager to verify the Final Inspection is being carried out as planned on all completed Works Orders.	
Closed?:	Yes	

Assessment findings

The assessment was conducted on behalf of BSI by

Name	Position
John Bachegalup	Team leader

Assessment conclusion and recommendation

The audit objectives have been achieved and the certificate scope remains appropriate. The audit team concludes based on the results of this audit that the organization does fulfil the standards and audit criteria identified within the audit report and it is deemed that the management system continues to achieve its intended outcomes.

RECOMMENDED - The audited organization can be recommended for certification to the above listed standard, and has been found in general compliance with the audit criteria as stated in the above-mentioned audit plan.

Use of certification documents, mark / logo or report

The use of the BSI certification documents and mark / logo is effectively controlled.

Findings

Quality Management System:

Opening Meeting

The Opening Meeting was held with Chris Cunningham Operations Manager and Emma Eastwood Quality Consultant which included a review of the assessment plan and scope of the assessment visit. It was confirmed that the areas on the assessment plan would be assessed against the ISO 9001 2015 requirements with a view to completing the transition process to standard.

It was established that there had been no changes to the Business Management System since the previous assessment visit .

It was confirmed that there have been no changes to the ISO 9001 2015 Certification Scope.

It was established that there had been no changes to the Company Organisational Structure and Key Staff.

Business Management System - Issue Number - 1
Issue Date - October 2016

Current Staff Numbers - 34

Quality Objectives ISO 9001 2015 Section 6.2:

Evidence Witnessed

1. Quality Objectives have been established for 2017/18 by Senior Management
2. Evidence provided to verify that information is being maintained regarding the Quality Objectives
2. Upon review it is evident that the Quality Objectives are consistent with the Quality Policy , measurable and relevant to the conformity of products and services.
3. Objectives have been established and performance is monitored on a quarterly basis by Senior Management and reviewed during the annual Management Review of the Quality System.
4. Quality Objectives and Performance against the target levels are communicated to Staff by Senior Management
5. Staff feedback sessions (Toolbox Talks) are held to communicate the performance against the Quality Objectives to all Staff.

2017 / 18 Quality Objectives Level	Target Level	Current Performance
Improve Customer Service Levels	100%	100%
Improve Process Efficiency Sales Invoicing Process	100%	100%
Improve Staff Training and Development	Introduction of new System	On track

Upon review it was established that targets have been set and positive trends /progress demonstrated against the 2017/18 Business Objectives.

Sales ISO 9001 Section 8.2:

Procedure / Process Ref - Sales Order Processing Flowchart - Version 1 October 2016

Evidence Witnessed

1. Procedure / Process established for the determination and review of Customer Requirements
2. Effective communication channels have been established with Customers for handling Enquiries/ Queries / Orders / Contracts .
3. When determining Customer requirements the Organisation ensures that the requirements are clearly defined by the Customer and any ambiguities are resolved prior to further processing.
4. Customer requirements are reviewed prior to committing to supply products to the Customer, Contract Review is carried out prior to communication back to the Customer.
6. Customer requirements are confirmed to the Customer when the Customer does not provide a written statement of their requirements.
7. In the event of any changes to Customer requirements amendments are made to Customer Order and records maintained in accordance with the standards requirement.
8. All Enquiries / Orders sampled were completed within the agreed timescales with the Customer.

On the day of the assessment it was established that order enquiry's are received via e-mail, from the Customer . It was confirmed that all Enquiry's / Orders are reviewed by in accordance with the procedural and standards requirements.

Upon receiving and review of the enquiry /order a unique Order number is allocated for identification and traceability purposes. Commercial / Technical reviews are carried out and any issues or queries are discussed and resolved with the relevant customer. Customer requirements are then determined and reviewed to ensure that the customer requirements including the requested delivery dates can be fully met.

On the day of the assessment the following enquiry's / orders were checked to determine the effectiveness of the Sales Order Process.

The following jobs were sampled to determine the effectiveness of the Enquiry / Order Process

Orders Sampled

Example 1

Customer : Intralox

Enquiry / Order Number and Date : Order 5203 31/8/17

Product Description : Water Screen

Contract Review Date : 31/8/17

Customer Quotation Number and Date: Q1128 31/8/17

Customer PO Number and Date : 3008093-5002531 5/7/17

Requested Delivery Date : 13/11/17

Actual Delivery Date : 13/11/17

Example 2

Customer : Intralox

Enquiry / Date : 21/11/17

Product Description : Water Screen

Contract Review Date : 12/7/17

Customer Quotation Number and Date: Q1309 5/7/17

Customer PO Number and Date : 3007738-5003311 5/7/17

Requested Delivery Date : 12/9/17

Actual Delivery Date : 12/9/17

Based upon the samples chosen on the day of the assessment the sales process was deemed to be effective.

Purchasing / Goods In ISO 9001 2015 Sections 8.4 and 8.5.4 :

Procedure / Process Ref : Purchasing / Goods In Flowchart Version 2 June 2017

Goods In Process

Evidence Witnessed

1. On the day of the assessment it was evidenced that products were being stored / handled / packaged to prevent damage or deterioration
2. Upon receipt of products into the Stores it was confirmed that , delivery notes are cross referenced with the Purchase Order.
3. It was established that all incoming products are visually inspected prior to receipt into stores. The delivery note and Purchase Order is then stamped , signed and dated by the relevant member of Staff.
4. The notes are passed to the Finance Manager and entered onto the Sage System
5. The following deliveries were checked to determine the effectiveness of the Goods Inward Process

Example 1

Supplier : Bison

Date Ordered: 16/1/18

Date Received: 17/1/18

PO Number : 12591

Description / Qty : Hole Punch x 2

Delivery Note Checked (Delivery Note Number - 41320)

Against Purchase Order Date :17/1/18

Member of Staff : Stuart Masters

Example 2

Supplier : RSK Fastenings

Date Ordered: 12/1/18

Date Received: 12/1/18

PO Number : 12576

Description / Qty : M6 Washers - 200 M5 Spring Washers 500

Delivery Note Checked

Against Purchase Order Date : 12/1/18

Member of Staff : Stuart Masters

Example 3

Supplier : Richard Austin Alloys

Date Ordered: 4/1/18

Date Received: 5/1/18

PO Number : 125445

Description / Qty : 12mm Square Bar

Delivery Note Checked :

Against Purchase Order Date : 5/1/18

Member of Staff : Darren Kinley

It was established that based on the sample chosen the Goods Inward process was deemed to be very effective.

Control of externally provided product processes and services
 Procedure / Process Reference- Purchasing / Goods In Flowchart Version 2 June 2017

Evidence Witnessed

1. It was confirmed that the organisation has established a process for the selection, evaluation and re-evaluation of externally provided processes products and services. Suppliers are selected on their ability to meet the organisations requirements for quality, delivery and cost.
2. Suppliers / Service Providers are selected on their ability to meet Real Engineering's requirements . After formal approval of a supplier they are placed onto the Sage Database.
3. Suppliers/Service Providers are subjected to on- going evaluation and monitoring against the defined selection criteria . Performance and evaluation is carried out on an annual basis during the Management Review of the Quality Management System.
4. It was established that materials are only purchased from suppliers that have been formally approved. The following suppliers were sampled to determine the effectiveness of the purchasing process. It was confirmed that Supplier performance is reviewed annually by Senior Management.
5. Evidence provided to verify that Supplier / Service Provider Performance was carried out in December 2017

Approved Supplier	Date Assessed
1. Bison	24/1/17
2. RSK Fastenings	12/12/06
3. Richard Austin Alloys	16/11/11

8.4.3 Information for External Providers

It was established that prior to communication of the order requirements to the relevant approved supplier the adequacy of the purchase order is checked by the relevant member of staff.

The purchase following purchase orders were sampled and found to be satisfactory. It was evident that the requirements were clearly specified on the purchase order. It was confirmed that all purchase orders are checked prior to communication to the supplier .

Upon delivery of the products evidence was provided to verify that the products were checked against the Real Engineering Purchase Order at the Good Inwards Process to verify the conformance with the order and Customer requirements.

Purchase Orders Sampled - 125445 / 12576 / 12591

Based upon the sample chosen it was confirmed that the Purchasing processes were deemed to be effective.

Training and Competence ISO 9001 2015 Section 7.2 :

Upon review it was established that Real Engineering have determined the necessary skills and competency levels for Staff performing duties that affect the performance of the Quality Management System

Evidence Witnessed

1. It was determined that the necessary competence levels have been determined for Staff doing work under its control that affects the performance and effectiveness of the Quality Management System.
- 2, Skills matrix is in place that highlights the current competency levels of all Staff.
3. Staff Training Records are being maintained in accordance with the standards requirements.
4. Evidence was provided to verify that annual Staff Appraisals were carried out in 2017 to verify that Staff Competency levels are being maintained.

The following staff were chosen at random and Training Records were checked to verify compliance with the standards requirements.

Member of Staff	Job Description	Completion Date of Training
1. Stuart Masters	Goods In / Goods Out Charge Hand	5/12/17
2. Les Barker	Press Brake Operator	6/12/17
3. John Barnfather	Sheet Metal Worker	7/12/17

Based upon the sample chosen the Staff Training Training and Competency assessment process was deemed to be effective.

Infrastructure / Maintenance ISO 9001 2015 Section 7.1.3:

Evidence Witnessed

On the day of the assessment it was evident that the Buildings and Working Areas and associated utilities were being maintained to a high level to ensure product conformance is not affected.

It was confirmed that external approved resources have been determined for general buildings maintenance , IT Support , Fire Safety and Security.

Real Engineering Ltd have established a Maintenance Schedule for key plant and equipment which is based upon manufacturers recommendation. On the day of the assessment the following equipment was sampled to verify that Plant and Equipment is being maintained in accordance with the schedule.

Equipment	Date of Service / Maintenance	Maintenance Frequency
Laser Cutter	22/5/17	Annual
LVD Press Brake	13/6/17	Annual
EP Press Brake	13/6/17	Annual

Based upon the sample chosen the Maintenance Process was deemed to be effective.

Senior Management Interview ISO 9001 2015 Sections 4.0 / 5.0 /6.0:

On the day of the assessment the Senior Management Interview was carried out with Wayne Middleton Managing Director and it was evident that it was clearly demonstrated that there was high level of commitment and leadership to the ongoing development and implementation of the Quality Management System.

It was confirmed that the strategic direction of the Organisation is based Customer Focus , Meeting Customer requirements , Continuous Improvement and promoting innovation and creativity within the Organisation. It was established that Senior Management have been directly involved in the determination of Internal / External issues and the needs and expectations of the relevant interested parties applicable to the Quality Management System.

The Managing Director confirmed that the Organisation have applied a risk based approach to determine the actions and opportunities that were related to the identified internal / external issues and relevant interested parties. It was also established that Wayne had direct involvement in the determination of the Risk and Opportunities Register.

It was established that Senior Management have had direct involvement in setting the Quality Policy and Objectives. Upon review and discussion it was confirmed that the policy and objectives are relevant to the determined risks and opportunities associated with the Quality Management System.

It was re- confirmed that Senior Management are directly involved in the following areas:

Taking accountability for the effectiveness of the Quality Management System

Involvement in the Development and Implementation of the ISO 9001 2015 Quality Management System

Establishing the Quality Policy and Quality Objectives

Involvement in Management Reviews of the Quality System

Ensuring that Customer and applicable statutory requirements are determined , understood and constantly met

Promoting Continuous Improvement and enhancement of Customer Satisfaction through on going review of the key business processes.

Ensuring adequate Resources are made available for the effective operation of the Quality Management System

Our next steps

Next visit plan

Date	Auditor	Time	Area/process	Clause
11/07/2018	John Bachehalup	9.0	Opening Meeting	
		9.15	BMS and Company changes	
			Management review	
			Internal audits	
			Customer feedback, including complaints	
			Corrective actions	
		12.30	Lunch	
		13.00	Sales and order processing	
			Manufacturing, inspection and despatch	
			Control of documents and records	
		15.00	Report Preparation	
		16.00	Closing Meeting	

Next visit objectives, scope and criteria

The objective of the assessment is to conduct a surveillance assessment and look for positive evidence to verify that elements of the scope of certification and the requirements of the management standard are effectively addressed by the organization's management system; that the system is demonstrating the ability to support the achievement of statutory, regulatory and contractual requirements and the organization's specified objectives as applicable with regard to the scope of the management standard; to confirm the ongoing achievement and applicability of the forward strategic plan.

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ISO 9001 2015
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Please note that BSI reserves the right to apply a charge equivalent to the full daily rate for cancellation of the visit by the organization within 30 days of an agreed visit date. It is a condition of registration that a deputy management representative be nominated. It is expected that the deputy would stand in should the management representative find themselves unavailable to attend an agreed visit within 30 days of its conduct.

Your next steps

NCR close out process

Corrective actions with respect to nonconformities raised at the last assessment have been reviewed and found to be effectively implemented.

No new nonconformities were identified during the assessment. Enhanced detail relating to the overall assessment findings is contained within subsequent sections of the report.

Please refer to Assessment Conclusion and Recommendation section for the required submission and the defined timeline.

How to contact customer service

'Just for Customers' is the website that we are pleased to offer our clients following successful registration, designed to support you in maximising the benefits of your BSI registration - please go to www.bsigroup.com/j4c to register. When registering for the first time you will need your client reference number and your certificate number (47409300/FM 573308).

Should you wish to speak with BSI in relation to your registration, please contact our Customer Engagement and Planning team:

Customer Services
BSI
Kitemark Court,
Davy Avenue, Knowlhill
Milton Keynes
MK5 8PP

Tel: +44 (0)345 080 9000

Email: MK.Customerservices@bsigroup.com

Appendix: Your certification structure & on-going assessment programme

Scope of certification

FM 573308 (ISO 9001:2008)

Engineering, fabrication and subcontract services.

Assessed location(s)

Keighley / FM 573308 (ISO 9001:2008)

Location reference	0047409300-000
Address	Real Engineering (Yorkshire) Limited Unit 4A Aireside Business Park Royd Ings Avenue Keighley BD21 4BZ United Kingdom
Visit type	Continuing assessment (surveillance)
Assessment reference	8656918
Assessment dates	17/01/2018
Deviation from audit plan	No
No. of full time equivalent employees	42
Total no. of effective employees at the site	42
Scope of activities at the site	Main certificate scope applies.
Assessment duration	1 day(s)

Changes in the organization since last assessment

There is no significant change of the organization structure and key personnel involved in the audited management system.

No change in relation to the audited organization's activities, products or services covered by the scope of certification was identified.

There was no change to the reference or normative documents which is related to the scope of certification.

Certification assessment programme

Certificate number - FM 573308

Location reference - 0047409300-000

		Audit1	Audit2	Audit3	Audit4	Audit5	Audit6
Business area/location	Date (mm/yy):	01/18	07/18	01/19	07/19	01/20	07/20
	Duration (days):	1.0	1.0	1.0	1.0	1.0	1.0
BMS and Company changes		X	X	X	X	X	X
Internal audits		X	X	X	X	X	X
Objectives and targets		X	X	X	X	X	X
Customer feedback, including complaints			X		X		X
Management review			X		X		X
Corrective actions			X		X		X
Sales and order processing		X	X	X	X	X	
Control of externally provided Services Purchasing and goods-in		X		X		X	
Manufacturing, inspection and despatch			X	X	X		X
Infrastructure maintenance		X		X		X	
Training and competence		X			X	X	
Control of documents and records			X		X		
Strategic review and senior management interview							X

Expected outcomes for accredited certification

What accredited certification to ISO 9001 means

ISO 9001:2015 specifies requirements for a quality management system when an organization: needs to demonstrate its ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements; and aims to enhance customer satisfaction through the effective application of the system, including processes for improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements.

What accredited certification to ISO 9001 does not mean

1) It is important to recognize that ISO 9001 defines the requirements for an organization's quality management system, not for its products and services. Accredited certification to ISO 9001 should provide confidence in the organization's ability to "consistently provide product that meets customer and

applicable statutory and regulatory requirements". It does not necessarily ensure that the organization will always achieve 100% product conformity, though this should of course be a permanent goal.

2) ISO 9001 accredited certification does not imply that the organization is providing a superior product or service, or that the product or service itself is certified as meeting the requirements of an ISO (or any other) standard or specification.

Notes

This report and related documents are prepared for and only for BSI's client and for no other purpose. As such, BSI does not accept or assume any responsibility (legal or otherwise) or accept any liability for or in connection with any other purpose for which the Report may be used, or to any other person to whom the Report is shown or in to whose hands it may come, and no other persons shall be entitled to rely on the Report. If you wish to distribute copies of this report external to your organization, then all pages must be included.

BSI, its staff and agents shall keep confidential all information relating to your organization and shall not disclose any such information to any third party, except that in the public domain or required by law or relevant accreditation bodies. BSI staff, agents and accreditation bodies have signed individual confidentiality undertakings and will only receive confidential information on a 'need to know' basis.

This audit was conducted on-site through document reviews, interviews and observation of activities. The audit method used was based on sampling the organization's activities and it was aimed to evaluate the fulfilment of the audited requirements of the relevant management system standard or other normative document and confirm the conformity and effectiveness of the management system and its continued relevance and applicability for the scope of certification.

As this audit was based on a sample of the organization's activities, the findings reported do not imply to include all issues within the system.

Regulatory compliance

BSI conditions of contract for this visit require that BSI be informed of all relevant regulatory non-compliance or incidents that require notification to any regulatory authority. Acceptance of this report by the client signifies that all such issues have been disclosed as part of the assessment process and agreement that any such non-compliance or incidents occurring after this visit will be notified to the BSI client manager as soon as practical after the event.