Transition Report.

Real Engineering (Yorkshire) Limited

Report Author **John Bachegalup**

Visit Start Date 17/01/2018

Transition.

This report has been compiled by John Bachegalup and relates to the assessment activity detailed below:

Visit ref/Type/Date/Duration	Certificate/Standard	Site address
8656918 Continuing Assessment (Surveillance) 17/01/2018 1 day(s) No. Employees: 42	FM 573308 ISO 9001:2008	Real Engineering (Yorkshire) Limited Unit 4A Aireside Business Park Royd Ings Avenue Keighley BD21 4BZ United Kingdom

9001 Transition

ISO 9001:2008 has been replaced by ISO 9001:2015.
ISO 9001:2008 certifications will not be valid after three years from the publication of ISO 9001:2015.
All ISO 9001:2008 certificates will remain valid through the period, however the expiry date of ISO 9001:2008 certificates will be limited and will not exceed the transition deadline date and will expire in September 2018. To ensure continued certification you must complete your transition ahead of this date.
Based on the objective evidence provided throughout the assessment process, the current progress made against the revised standard is: 100%

4. Context of the organization

4.1 Understanding the organization and its context

Demonstrated : Yes

Auditor notes : 5/6/17
4.1 Understanding the Organisation and its Context

Upon review it was established that the Internal and External issues relevant to the purpose and strategic direction of the organisation that affect the organisations ability to achieve the intended results of the Quality System have been determined by the Organisation .

Internal Issues

Organisation Structure / Sales Quote Monitoring / Knowledge and Performance/ Quality Processes and Training

External Issues

Legal requirements / Market Conditions / Material Prices / Exchange Rates / Outside Skills Shortage / Social and Economic Environment

3/7/17
Internal and External issues that affect the Organisations ability to achieve the intended results of the Quality Management System have been documented within the Business Risk and Opportunities Register Version 1 Dated 31/5/17

17/1/18
It was established that the Internal and External issues that are relevant to the Quality Management System have been determined by the Organisation and were discussed in depth and demonstrated during the Senior Management Interview with the Managing Director.

4.2 Understanding the needs and expectations of interested parties

Demonstrated : Yes

Auditor notes : 5/6/17
4.2 Understanding the needs and expectations of interested parties

Upon review it was established that the relevant interested parties and their requirements have been determined by the Organisation.

Identified Interested Parties

Customers / Suppliers / Regulatory Bodies / Certification Bodies / Shareholders / Staff

3/7/17
Upon review of the Business Risk and Opportunities Register it was confirmed that the needs and expectations of all relevant interested have been identified and addressed.

17/1/18
It was determined that the needs and expectations of all Interested Parties relevant to the Quality Management System have been determined and are are monitored by Senior Management during the Management Review of the Quality Management System.(Management Review carried out 9/6/17

4.3 Determining the scope of the quality management system

Demonstrated : Yes

Auditor notes : 5/6/17
4.3 Determining the Scope of the Organisation

It was established that the Organisation has determined and documented the scope of the organisation with regards to the products and services supplied to its Customers. It was confirmed that the following clauses are not applicable to the scope of operations

8.3 Design and Development
7.1.5 Monitoring and Measurement Resources
8.5.1 Clause (f) Control of Production and Service Provision

It was discussed that the scope would need to be reviewed to ensure internal and external issues are considered together with the needs and expectations of all relevant interested parties.

It was discussed that the scope statement must provide justification for any requirement of the ISO 9001 2015 not being applicable to the scope of the Quality Management System.

A minor non conformance was raised regarding the points highlighted above which will need to be addressed by the organisation prior to the transition to the ISO 9001 2015 Standard

3/7/17
Documentary evidence was provided to verify that the scope statement has been amended to clearly define that the above highlighted clauses are not applicable to the scope of Operations. The scope is documented and maintained in Section 1 of the Business Manual.

4.4 Quality management system and its processes

Demonstrated : Yes

Auditor notes : 5/6/17
4.4 Quality Management System and its processes

Upon review it was established that the key business processes have been established, documented and fully implemented by the Organisation. The interaction of the key business processes is defined within the Quality Manual . It was confirmed that separate flowcharts have been introduced for the key business processes that address the clause requirements defined clauses a) to h) of the ISO 9001 2015 standard.

3/7/17
The flowchart in Section 2 of the Business Manual show how the requirements of the ISO 9001 2015 standard interact. The key business processes have been flowcharted and were referenced during the assessment visit,
Upon review it was confirmed that the ISO 9001 2015 requirements have been fully addressed

17/1/18
The Organisation have established and implemented the key business processes needed for the effective implementation of the Quality Management System.

Key Business Processes
Sales / Quotations / Purchasing / Goods In / Manufacturing / Inspection / Training / Despatch of Products

5 Leadership

5.1 Leadership and commitment

Demonstrated : Yes

Auditor notes : 5/6/17

5.1 Leadership and Commitment

5.1.1 General Requirements

Upon review and discussion with the Operations Manager it was established that Senior Management are demonstrating leadership and commitment to the ISO 9001 2015 Quality Management System requirements.
It was confirmed that there is an hands on approach by Senior Management with regards to Leadership and commitment. It was confirmed that Managing Director is the Senior Manager accountable for the Quality Management System.

Senior Management Interview - 3/7/17

It was 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

5.1.2 Customer Focus

After discussion with the Operations Manager it was established that there is a high level of Customer Focus which ensures that Customer needs and expectations are promoted by Senior Management to ensure on going compliance with the applicable statutory and regulatory requirements which are determined and promoted to ensure they are understood within the organisation.

17/1/18

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

5.2 Policy

Demonstrated : Yes

Auditor notes : 5/6/17
5.2 Policy

It was determined that the Quality Policy has recently been reviewed by Senior Management and it was confirmed that clauses a) to d) of 5.2.1 have been addressed.

3/7/17
5.2.2 Communicating the Quality Policy

It was evident that the Quality Policy is communicated to Staff via access to the electronic Quality Management System and Company Notice Boards .The Operations Manager confirmed that the Quality Policy will be made readily available to interested parties when requested.

5.3 Organization roles, responsibilities and authorities

Demonstrated : Yes

Auditor notes : 5/6/17
Upon review it was confirmed that Organisational Roles and responsibilities are clearly defined within the Quality Manual . Organisation Charts are in place that define the roles and responsibilities associated with the ISO 9001 2015 requirements.

3/7/17
Evidence was provided to verify that Roles and Responsibilities are clearly defined within the Quality Manual.

6 Planning

6.1 Actions to address risks and opportunities

Demonstrated : Yes

Auditor notes : 5/6/17
6.1 Actions to address Risks and Opportunities

Upon review it was determined that the Organisation have identified and addressed the risks and opportunities associated with the internal and external issues and needs and expectations of interested parties to give assurance that the Quality Management System can achieve its intended results.

A risk and opportunity register has been introduced , appropriate controls and management programmes have been determined to address the identified high priority risk and opportunities

3/7/17

It was established that the organisation have determined the internal and external issues and needs of the relevant interested parties to identify the risks and opportunities that are associated with the scope of the Organisations Quality Management System. It was confirmed that the risks and opportunities have been fully integrated into the key processes of the Quality Management System.
It was established that SWOT Analysis was used by the Senior Management Team to identify the risks and opportunities. The risks and opportunities have been documented in the form of a Risk Register. It was confirmed that the risks and opportunities were reviewed during the recent Management Review of the Quality System.

6.2 Quality objectives and planning to achieve them

Demonstrated : Yes

Auditor notes : 5/6/17
6.2 Quality Objectives and Planning to achieve them

Upon review it was established that the requirements for establishing the Quality Objectives and planning to achieve them have been addressed by Senior Management. It was confirmed that SMART targets have been established and performance against the target levels is monitored and reviewed by Senior Management to ensure the Quality Objectives are achieved in a timely manner.

3/7/17
Measurable quality objectives have been established for 2016/17 by Senior Management. It was evident that applicable methods have been set up to monitor performance against defined target levels. It was evident that the Quality Objectives are consistent with the Quality Policy and are relevant to the conformity of products and services and the enhancement of Customer Satisfaction.

It was confirmed that the Quality Objective performance results are reviewed Quarterly by the Senior Management and communicated to Staff. These will be reviewed during the next surveillance visit.

16/1/18

Quality Objectives reviewed and it was evident that the ISO 9001 2015 requirements have been fully addressed by the Organisation.

6.3 Planning of Changes

Demonstrated : Yes

Auditor notes : 5/6/17
6.3 Planning Changes

It was established that changes to the Quality Management System are carried out in accordance with the ISO 9001 2015 Quality Management System requirements. All amendments to the Quality Management System will be reviewed and approved by the Company Directors this is defined within the Quality Manual.

7 Support

7.1 Resource

Demonstrated : Yes

Auditor notes : 5/6/17
7.1 Resources / 7.1.2 People

It was established that the Organisation have provided adequate resources(internal and external) for the establishment implementation, maintenance and continual improvement of the Quality Management System

7.1.3 Infrastructure

It was established that the Organisation provide and maintain the infrastructure necessary to ensure effective operation and conformity of products and services.

Buildings Maintenance
External and Internal IT Support
Contracts established with External Providers
Maintenance of Equipment
Fire Safety / Security
Transportation (Internal and External)

17//1/18

7.1.4 Environment for the Operation of Processes

It was confirmed that suitable work environments are maintained by the Organisation that ensure effective operation of the key business processes.

7.1.5 Monitoring and Measuring Resources
Upon review it was established that this clause is not applicable to the scope of the Organisations Operations
After discussion it was agreed that that this would be reviewed during the next assessment visit on the 3/7/17

3/7/17
It was determined that 7.1.5 is not applicable to the scope of Operations
Upon review it was determined that sections 7.1 and 7.1.2 have been fully addressed.

7.1.6 Organisational Knowledge

It was established that the Organisation have determined the necessary knowledge necessary for the operation of its processes. Documented work instructions have been established that ensure all relevant knowledge necessary for the operation of the key processes is fully documented to the extent necessary to ensure the conformity of products and services provided.

7.2 Competence

Demonstrated : Yes

Auditor notes : 5/6/17
7.2 and 7.3 Competence / Awareness

It was established that the Organisation have determined and documented the necessary competencies for Staff doing work under its control.

Skills Matrices are maintained for Manufacturing and Office Staff
It was confirmed that annual appraisal's are carried out to review Staff competency and performance.

3/7/17
Evidence provided to verify Skills Matrices are in place that clearly define Staff Competency Levels

17/1/18

Upon review it was established that the ISO 9001 2015 requirements have been fully addressed

7.3 Awareness

Demonstrated : Yes

Auditor notes : 5/6/17
It was confirmed that Staff are made fully aware of the Company Quality Policy and Objectives.
Toolbox talks are carried out which are aimed at raising awareness regarding the importance of their specific role and the contribution they make with regards to maintaining the effectiveness of the Quality Management System.

3/7/17
Evidence was witnessed to verify that Staff are made fully aware of the Quality Policy and Objectives . Toolbox talks are carried out to maintain Staff Awareness and the contribution they make to maintaining the effectiveness of the Quality Management System.

7.4 Communication

Demonstrated : Yes

Auditor notes : 5/6/17
7.4 Communication

Upon review it was established that Internal / External communications relevant to the Quality Management System have been fully determined by the Organisation in accordance with clauses a) to e) of the Standard.

The responsibilities for internal / external communications are defined within the relevant procedures within the ISO 9001 2015 Quality Management System

3/7/17
Internal and External communication processes reviewed and found to address the requirements defined in clauses a) to e)

17/1/18
Upon review it was evident the effective Internal / External Communications have been established within the Quality Management System.

7.5 Documented Information

7.5.1 General

Demonstrated : Yes

Auditor notes : 5/6/17
7.5 Documented Information

It was confirmed that the current documented Quality Management System is currently under review to address the ISO 9001 2015 requirements. It was established that the Organisation will be retaining a revised Quality Manual which will define the Quality Management System controls and associated processes.

Upon review it was confirmed that the control of documented information (Control of Documents and Quality System Records) has been addressed by the Organisation .

3/7/17
Document and Record control processes reviewed and the ISO 9001 2015 requirements fully addressed by the Organisation.

Control of Documents and Records ISO 9001 2015 Clause 7.5

Document Control

During the assessment various documents were referenced and cross referenced with the Document Control Register . All documents reviewed were being controlled in accordance with the procedural and ISO 9001 requirements.

Documents Sampled

Business Manual / Internal Audits Process / Manufacturing / Inspection / Despatch / Non-Conformity and Corrective Action

Control of Records

During the assessment the following quality records were sampled and it was confirmed that they are being retained in accordance with the procedural and standards requirements.

Management Review Minutes
Internal Audits Reports
Document Control Records
Customer Complaints / Corrective and Preventive Action
In Process / Final Inspection Records

It was observed that all records were legible, readily available and well maintained to prevent loss , damage or deterioration

8 Operation

8.1 Operational planning and control

Demonstrated : Yes

Auditor notes : 5/6/17
8.1 Operational Planning and Control
It was established that the key businesses processes needed to meet the requirements for the provision of products and services have been established by the Organisation.

17/1/18
Upon review it was evident the the Organisation have fully addressed the requirements defined in ISO 9001 2015 Sections 8.1 a) to e) and 6.1 of the standard.

8.2 Requirements for products and services

Demonstrated : Yes

Auditor notes : 5/6/17
8.2 Requirements for Products and Services
Procedure / Process Ref - Enquiry / Order Process defined in the Quality Manual - Process Flowchart
It was established that the controls for products and services are defined in the process flowchart that ensure controls have been established with regards to meeting the ISO 9001 2015 requirements.

3/7/17

To be reviewed during the final transition visit planned for the 17/1/17

17/1/18
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.

8.3 Design and development of products and services

Demonstrated : Yes

Auditor notes : 5/6/17
8.3 Design and Development - Not applicable to the ISO 9001 2015 scope of Operations.

8.4 Control of externally provided processes, products and services

Demonstrated : Yes

Auditor notes : 5/6/17
8.4 Control of Externally Provided processes Products and Services
Procedure / Process Ref - Purchasing Process defined in the Quality Manual

It was observed that the Organisation have established and implemented a process that ensures the control of externally provided processes , products and services .

Upon review with the Process / Quality Manager it was determined that the process for selection and evaluation of externally provided processes , products and services has not been fully addressed to determine the selection , monitoring and evaluation of externally provided processes and services .

A minor non conformance was raised regarding the points highlighted above which will need to be addressed by the organisation prior to the transition to the ISO 9001 2015 Standard

3/7/17
Upon review of the corrective action . It was established that the procedure has been amended to define the process for the monitoring and re-evaluation of external providers of processes , products and services.
The process will be reviewed during the Final Transition Visit planned for the 17/1/17

17/1/18
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 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.

8.5 Production and service provision

Demonstrated : Yes

Auditor notes : 5/6/17
8.5 Production and Service Provision
8.5.1 Control of Production and Service Provision
Procedure / Process Ref - Production Inspection and Despatch process defined in the Quality Manual

Upon review it was established that Real Engineering (Yorkshire) Limited have documented and implemented the processes that ensure the effective control required for the provision of products and services to its Customers.

3/7/17
Manufacturing / Inspection / Despatch ISO 9001 2015 8.5 / 8.6

Manufacturing Processes sampled and in general processes deemed to be effective

Evidence witnessed

Procedure / Process Ref - Manufacturing Process Flow Chart Version 1 Issued October 2016

It was established that upon receiving a firm Customer Order the job is scheduled into the Manufacturing Area by the Planning Department. Each Job is allocated a unique Sales Order number for identification and traceability purposes. Upon review it was established that the Job Sheet includes all relevant details for Operator Reference . Customer supplied drawings are checked by the relevant Project Manager and stamped prior to issue to the Manufacturing Areas for Operator Reference.

In process and Final Inspection is carried out by the relevant engineer upon the completion of each sub-assembly and completed product. Upon completion of the inspection the drawing is stamped / signed and dated by the Engineer and Inspector. Identification and traceability is maintained in accordance with the standards requirements.

On the day of the assessment the following Jobs were sampled to verify the effectiveness of the Manufacturing Processes.

Example 1
Job Sheet Ref - 4267
Description - Branthorn Project 1 x 51800 Water Screen

Internal Drawing Ref - 5002201
Project Start Date - 15/11/16
Customer Completion Date - March 2016 Extended to June due to Customer Modifications
Agreed with Customer
Final Sign Off Date - 3/3/17

Upon review it was established that the construction of the Final Product consisted of a high number of sub-assembly components that were manufactured against customer supplied drawings that defined the relevant sub-assembly specification requirements,

Several Sub-Assemblies were sampled to verify compliance against the procedural and standards requirements.

Part Description - Take Up Indicator
Drawing Reference Number - 5002201 - 46
Drawing Checked - 22/2/17 Chris Cunningham
Inspection carried out . Drawing Stamped and Dated 1/3/17 Lee Thorpe

Part Description - Carry Way Weldment
Drawing Reference Number - 5002201 - 007
Drawing Checked - 22/2/17 Chris Cunningham
Inspection carried out . Drawing Stamped and Dated 1/3/17 Lee Thorpe

Part Description - Side Channel LH Drive Left Weldment
Drawing Reference Number -5002201 - 033
Drawing Checked - 22/2/17 Chris Cunningham
Inspection carried out . Drawing Stamped and Dated

Despatch
Upon completion of each job a delivery note is generated by the Administrative Assistant, Upon review it was determined that the Delivery Note includes the following ;

Customer Address
Customer Contact Details
Customer Purchase Order Number
Description and Quantity of Goods

It was confirmed that duplicate copies of the delivery note are generated (copy retained on file and the other copy despatched with goods) It was confirmed that good are checked by the Stores Staff prior to delivery to the Customer)

Upon delivery of the goods the Customer is requested to check and sign the Delivery Note. A copy of the signed Delivery Note is signed by the Customer and retained for ID and Traceability purposes.

The following delivery notes were checked on the day of the assessment. It was evident from the sample chosen that the Despatch Process was deemed to be effective,

Delivery Notes Sampled

Delivery Note Number - 5090 -001
Customer - Kone
Delivery Date - 22/5/17
Description - Zintec Panels

Delivery Note Number - 5056
Customer - Kone
Delivery Date - 19/4/17
Description - Inner Decking

Delivery Note Number - 5070
Customer - Thorpe Mill
Delivery Date - 2/5/17
Description - HBB Brackets

8.5.2 Identification and Traceability

It was confirmed that the process for the Identification and traceability of products and services has been established and fully implemented by the Organisation. It was established that full traceability is maintained from the initial Enquiry / Order through to product despatch.

3/7/17
Traceability checked on several jobs and found to be effective
Job Numbers Sampled 4267 / 4287 / 4262

8.5.3 Property belonging to customers and external providers

It was confirmed that property belonging to customers and external providers is controlled in accordance with the ISO 9001 2015 requirements defined in clause 8.5.3 In the he event of customer property being damaged , lost or unsuitable for use the customer is contacted and informed. Documented information is maintained in accordance with the procedural and standards requirements
3/7/17
Process reviewed and controls found to be satisfactory

8.5.4 Preservation

It was confirmed that the outputs during production and service provision are identified , stored and protected in accordance with the ISO 9001 2015 requirements to ensure conformity of products.

3/7/17
It was observed that all products are identified , handled and stored to prevent damage and deterioration.

8.5.5 Post Delivery Activities

Upon review it was established that the Organisation ensure that post- delivery requirements are considered and addressed during the determination and review of Customer requirements.

8.5.6 Control of Changes

Upon review it was established that changes to the Customer requirements are controlled in accordance with the ISO 9001 2015 requirements . It was confirmed that any changes to production or service provision are subjected to formal reviews involving the Customer. All changes to production and service provision are reviewed and approved with the Customer.

8.6 Release of products and services

Demonstrated : Yes

Auditor notes : 5/6/17
8.6 Release of Products and Services
Procedure / Process Ref - Defined in the Quality Manual

Upon review it was established that all jobs are subjected to in-process and final inspection against the Customers Drawings and specification requirements.

Engineers are responsible for carrying out intermediate inspection during and after product manufacture. It was confirmed that final inspection is carried out by the Foremen or assigned Deputy.

It was established that documented information is retained to verify compliance with the relevant Customer requirements as required by the ISO 9001 2015 requirements.

3/7/17

Evidence was provided to verify that In process and Final Inspection is carried out by the relevant engineer upon the completion of each sub-assembly and completed product. Upon completion of the inspection the drawing is stamped / signed and dated by the Engineer and Inspector.
Jobs Sampled - 4267 / 4287 / 4262

8.7 Control of nonconforming outputs

Demonstrated : Yes

Auditor notes : 5/6/17
8.7 Control of non-conforming outputs

Procedure / Process Ref - Non Conforming Product and Corrective Action Process- Process Flowchart included within the Quality Manual

Upon review it was established that there is a process for addressing non- conforming outputs. The procedure ensures that products and services that do not conform to their requirements are investigated and appropriate corrective actions taken.

It was confirmed that non-conforming outputs are reviewed and controlled in accordance with clauses a) to d)of clause 8.7.1 .

It was also confirmed that documented information is maintained that fully covers the requirements defined in clauses a) to d) of Clause 8.7.2

3/7/17
Internal Complaints process reviewed and found to be effective
Internal Complain Numbers sampled - 189 / 187 / 144

Upon review it was evident that the non-conforming product is controlled in accordance with the procedural and standards requirements

9 Performance evaluation

9.1 Monitoring, measurement, analysis and evaluation

Demonstrated : Yes

Auditor notes : 5/6/17
9.1 Monitoring Measurement Analysis and Evaluation
9.1.3 Analysis and Evaluation

Upon review it was established that the Organisation has defined when the monitoring , measurement , analysis and evaluation of key performance data and information is carried out in accordance with the ISO 9001 2015 Standards requirements.

17 / 1 / 18
Monitoring , Measurement and Analysis processes deemed to be very effective

9.1.2 Customer Satisfaction
Procedure / Process Ref - Performance and Evaluation Flowchart

Upon review it was established that the Organisation has determined the process for monitoring Customer Perception in accordance with the ISO 9001 2015 requirements. Customer Satisfaction is determined by the following criteria.

Customer Survey Results
Customer Feedback - Meetings / e-mail / telephone
Customer Meetings / Visits
Customer Complaint Levels

3/7/17
Customer Satisfaction

Upon review it was established that the Organisation has determined the processes for monitoring Customer Perception in accordance with the standards requirements requirements. Evidence was provided to verify that a recent Customer Satisfaction Rating has been completed for the top 5 Customers covering the period from June 2016 to May 2017

The determination of Customer Satisfaction is based Customer Feedback against the following criteria:

Accuracy of Deliveries
Credit Notes Issued
External Complaints raised
Positive / Negative Feedback raised

Customer Satisfaction levels of 100% were achieved against the above highlighted criteria

Upon review it was evident that a high level of Customer Satisfaction is being achieved by the Organisation which reflects the effectiveness of the Quality Management System.

9.2 Internal Audits

Demonstrated : Yes

Auditor notes : 5/6/17
9.2 Internal Audit
Procedure / Process Defined in Quality Manual - Internal Audit Flow Chart

It was established that process for conducting Internal Audits against the requirements of the ISO 9001 2015 Standard has been established. It was confirmed that the Audit Schedule covers the ISO 9001 2015 key business processes and the full scope of the Organisations activities in line ISO 9001 2015 Quality Management System. It was confirmed that internal audits are being been carried out to the ISO 9001 2015 Standard. It was confirmed that a full audit cycle will be completed as part of the transition to the ISO 9001 2015 standard.

3/7/17
Documentary Evidence was provided to verify that a full cycle of Internal Audits (Compliance and Key Process Audits) have been carried out in accordance with the 2017/18 Audit Schedule

Upon review it was confirmed that the Audit Schedule has been determined for 2017 / 18. It was observed that the Audit Schedule includes both compliance and key process audits. It was confirmed that a Compliance Audit covering all sections of the standard is carried out annually . It was also established that all key processes are audited within a 12 month cycle.

Upon review it was determined that the Audit Process was deemed to be very effective

9.3 Management Review

Demonstrated : Yes

Auditor notes : 5/6/17
9.3 Management Review

Procedure / Process Defined in Section 5.6 of the Quality Manual

It was confirmed that the process for conducting Management Review reviews is currently under review to address the ISO 9001 2015 input / output requirements.

It was observed that at the present date that no Management Review has been carried out against the ISO 9001 2015 requirements. A minor non-conformance was raised was that will need to be addressed by the organisation prior to the transition to the ISO 9001 2015 Standard

3/7/17

Evidence was provided to verify that a Management Review has been carried out in accordance with the ISO 9001 2015 requirements . Management Review minutes were reviewed and found to be very comprehensive all
input and output requirements addressed, Identified areas for improvement to the Quality Management System
clearly documented with defined actions/timescales.

10 Improvement

10.1 General

Demonstrated : Yes

Auditor notes : 5/6/17
10.1 General
It was confirmed that the Organisation have determined the processes for improvement to the Quality Management System that cover clauses a) to c) of the standards requirements.

3/7/17
To be reviewed during the next assessment visit planned for the 17/1/17

17/1/18
It was evident that the Organisation have determined the necessary processes to drive process improvement , and the elimination of risks to improve the performance of the Quality Management System and enhance Customer Satisfaction

10.2 Nonconformity and corrective action

Demonstrated : Yes

Auditor notes : 5/6/17

10.2 Non-Conformity and Corrective Action
Procedure / Process Ref : Defined in the Quality Manual -
Control of Non-Conforming Product and Corrective Action

It was established that the procedure has been established to react to non-conformities raised within the Quality Management System. It was confirmed that documentation is maintained as evidence to identify the nature of the non-conformity, root cause and the corrective action taken to prevent recurrence.

3/7/17
To be reviewed during the next assessment visit

17/1/18
Procedure / Process Ref - NC Corrective Action Flow Chart Version 1 - Issued October 2016

It was confirmed that Customer Complaints are normally received by e-mail / phone Upon receiving a complaint each compliant (Internal / External) is allocated a unique number for identification and traceability purposes and all details are recorded onto the NCR Log Sheet.

It was confirmed that the Managing Director is responsible for ensuring investigations are carried out to determine the root cause and determine the relevant corrective / preventive actions to be effectively implemented to prevent recurrence.

Upon review it was confirmed that no external complaint have been raised up to present date in 2017

It was confirmed that a number of Internal Complaints have been raised in 2017 . The process for handling internal complaints was sampled to determine the effectiveness of the process.

Customer	Internal Complaint Ref / Number	Date Raised/Description	Sign Off Date
Starfrost	189 Job Number P537	05/06/17	15/06/17
Lomax	187 Job Number 5490	30/5/17	08/07/17
GEA	144 Job Number P51771	13/02/17	23/02/17

It was evident that all complaints are recorded and investigated by the Organisation .Appropriate Corrective / preventive actions are being identified and implemented to address the complaint raised in a timely manner. It was confirmed that corrective actions are monitored for effectiveness to prevent future occurrence.

It was evident from the sample chosen that the Complaints handling process was deemed to be effective.

10.3 Continual improvement

Demonstrated : Yes

Auditor notes : 5/6/17
10.3 Continual Improvement

It was evident that the Organisation are committed to the on- going continual improvement of the Quality Management System through the implementation of necessary actions to improve the effectiveness of the Quality Management System.

After discussions with the Operations Manager it was confirmed that results of analysis and evaluation , outputs from the corrective action process and Management Review's will be used to identify opportunities for continual improvement to the Quality Management System.

3/7/17
To be reviewed during the next assessment visit planned for the 17/1/18

17/1/18
Upon review it is evident that the results of analysis and evaluation and outputs from the corrective action process and outputs from the management review of the Quality Management System are used to drive continual improvement and improve the effectiveness of the Quality Management System.