



BUSINESS MANAGEMENT SYSTEM
Version 1.2

28.01.18

Business Management System

ISO 9001:2015



Table of Contents

ISO 9001:2015 Control Document

Clause 4 -	Context of the organisation
4.1	Understanding the organisation and it's context
4.2	Understanding the needs and expectations of interested parties
4.3	Determining the scope of the quality management system
4.4	Quality Management System and its processes
Clause 5 -	Leadership
5.1	Leadership and commitment
5.1.1	Leadership and commitment for the quality management system
5.1.2	Customer focus
5.2	Quality Policy
5.3	Organisational roles, responsibilities and authorisation
Clause 6 -	Planning for the quality management system
6.1	Actions to address risks & opportunities
6.2	Quality objectives and planning to achieve them
6.3	Planning of changes
Clause 7 -	Support
7.1	Resources
7.1.1	General
7.1.2	People
7.1.3	Infrastructure
7.1.4	Environment for the operation of processes
7.1.5	Monitoring and measuring systems
7.1.6	Organisational knowledge
7.2	Competence
7.3	Awareness
7.4	Communication
7.5	Documented Information
7.5.1	General
7.5.2	Creating and updating
7.5.3	Control of documented information
Clause 8 -	Operation
8.1	Operational planning & control
8.2	Determination of requirement for products and services
8.2.1	Customer communication
8.2.2	Determination of requirements related to products and services
8.2.3	Review of requirements related to products and services
8.3	Design and development of product or services
8.3.1	General
8.3.2	Design and development planning
8.3.3	Design and development inputs
8.3.4	Design and development controls
8.3.5	Design and development outputs
8.3.6	Design and development changes



- 8.4 [Control of externally provided products and services](#)
 - 8.4.1 General
 - 8.4.2 Type & extent of control of external provisions
 - 8.4.3 Information for external parties

- 8.5 [Production and service provision](#)
 - 8.5.1 Control of production and service provision
 - 8.5.2 Identification and traceability
 - 8.5.3 Property belonging to customers or external parties
 - 8.5.4 Preservation
 - 8.5.5 Post delivery activities
 - 8.5.6 Control of changes

- 8.6 [Release of products and services](#)
- 8.7 Control of non conforming process outputs, products or services

Clause 9 -

Performance evaluation

- 9.1 [Monitoring, measurement, analysis and evaluation](#)
 - 9.1.1 General
 - 9.1.2 Customer satisfaction
 - 9.1.3 Analysis and evaluation

- 9.2 [Internal Audit](#)

- 9.3 [Management Review](#)

Clause 10 -

Improvement

- 10.1 General

- 10.2 [Non conformity & corrective action](#)

- 10.3 [Continual improvement](#)



1. INTRODUCTION

This document is the Business Management Manual (the Manual) of Pope Plant Ltd and for the purpose of this manual will be referred to as PPL.

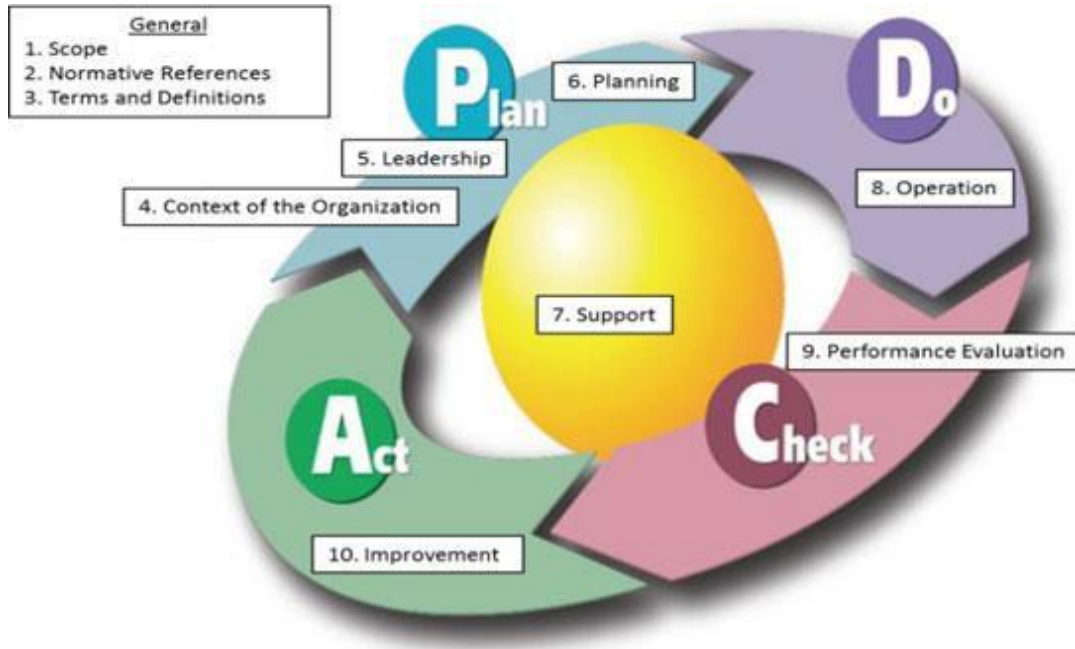
The Manual is the property of PPL and is a controlled document.

The purpose of the Manual is to provide an overview of PPL, the activities it carries out and the quality standards of operation it conforms to.

It is not designed to act as a procedures manual, although it does carry information about where procedures information is located and the detailed information on documentation requirements for the procedures required by the respective standards.

This Manual is designed to meet the requirements of ISO9001:2015 and any standard which adopts the Annex SL structure

1.2 PLAN-DO-CHECK-ACT Model for ISO 9001:2015





1.3 QUALITY POLICY

It is the policy of PPL to maintain a quality system designed to meet the requirements of ISO 9001:2015 (or any other standard in line with Annex SL Structure) in pursuit of its primary objectives, the purpose and the context of the organisation.

It is the policy of PPL to:

- give satisfaction to all of our customers and other stakeholders and interested parties whenever possible, meeting and exceeding their expectations;
- comply with all legal requirements, codes of practice and all other requirements applicable to our activities;
- the reduction of hazards, prevention of injury, ill health and pollution;
- provide all the resources of equipment, trained and competent staff and any other requirements to enable these objectives to be met;
- ensure that all employees are made aware of their individual obligations in respect of this quality policy;
- maintain a management system that will achieve these objectives and seek continual improvement in the effectiveness and performance of our management system based on "risk".

This quality policy provides a framework for setting, monitoring, reviewing and achieving our objectives, programmes and targets.

Customer service is an essential part of the quality process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and its impact on customer service.

To ensure the company maintains its awareness for continuous improvement, the quality system is regularly reviewed by Company Director to ensure it remains appropriate and suitable to our business. The Quality System is subject to both internal and external annual audits.

Signed 

Company Director

Date.....28.01.2020.....



2. OVERVIEW OF THE ORGANISATION

Pope Plant Limited was established in 2004. It is one of the leading, plant hire and earthmoving contractor companies based in the South east of England.

It is a privately owned, family run company with a wealth of experience and established reputation for providing the construction and waste industry with a professional and reliable service to meet project requirements and is a company based on the philosophy of consistent and never ending improvement. The company has a dedicated team of professionals and employs approximately 4-10 people at any one time. PPL is a company that prides themselves on delivering an extremely high quality service and client satisfaction.

Bulk Earthmoving is the core business within the company. They offer the client considerable expertise in this particular field. During Contractual works the aim is to form a firm partnership with clients. A complete package solution is available on all size projects from start to finish. With their dedicated and professional management team, surveyors and operatives monitoring all aspects of the works, from pre-start surveys to Health and Safety procedures and environmental impact a project may propose. Projects range from mineral extraction, Landfill Excavation, Lake/Reservoir Construction, Landscaping, Archaeological Excavation, Road Widening and Coastal Defence.

Plant Hire is another major component of PPL. PPL operates a comprehensive fleet of modern plant and equipment that complies with the latest environmental and safety standards. All plant is owned by the company and they believe that by investing in the business they can offer equipment that will give clients a service that can be relied upon to complete projects within budgets and timescales. All the plant is available for hire, either operated by one of their fully qualified operators, or on a self drive basis. All plant is serviced to comply with PUWER regulations.

PPL also offers a Service Engineer Service to clients. Their Service Engineers are able to service and repair plant using their extensive knowledge of heavy plant together with their vehicles fully equipped with relevant tools. These same Service Engineers also maintain and service all of PPL Fleet of machines ensuring a safe and reliable service for clients.



2.1 SCOPE OF REGISTRATION

Earthmoving and Plant Hire Services



3. QUALITY OBJECTIVES

We aim to provide a professional and ethical service to our clients. In order to demonstrate our intentions, Our Management Team will analyse customer feedback data, internal performance data, financial performance data and business performance data to ensure that our Quality Objectives are being met.

Pope Plants Quality Objectives which are measured are as follows:

Management team analyse customer feedback data, internal performance data, financial performance data and business data to ensure Quality Objectives are being met.

- Pope plant is committed to deliver their service to 98% specification, on time and to the price quoted. This is measured by looking at project costs on Sage, Project evaluations and site meetings.
- Pope Plant will conduct their business in an ethical and professional manner. This is measured by client feedback, client satisfaction surveys, repeat work and verbal compliments.
- Pope Plant is committed to satisfy clients' requirements and get things right 90% of the time. This is measured by client feedback, client satisfaction surveys, repeat work and verbal compliments.
- Should Pope Plant make a mistake, they will admit it and carry out a risk assessment within 72 hours, which will determine how quickly they can rectify the situation, and appropriate records kept. This will be measured by 3 monthly management reviews.
- Should any accidents occur on a Pope Plant Site or with Pope Plant employees 100% of these will be reported to the appropriate personnel, accident/near miss form completed together with a risk assessment. This will be measured by 3 monthly management reviews.
- All Pope Plant's equipment and Plant will be serviced in accordance with PEWTAR or a minimum of once per year and appropriate records kept. These will be measured using the HS Direct system, monthly equipment reports and three monthly management reviews.
- Pope Plant employees are to be encouraged to participate in training 95% of the time and will undertake specified toolbox talks either at each site or a minimum of annually. These will be measured using the HS Direct system and three monthly management reviews.

Our process of Measurement, Analysis and Improvement to support the above has been illustrated in section 10 of this document.



4. CONTEXT OF THE ORGANISATION

4.1 Understanding the organisation and its context

The context of the organisation is demonstrated within this Business Management System and all associated processes connected with the services / products offered.

The legal legislation / regulatory compliance to the service / products offered are listed below.

Legal and Regulatory Legislation connected with the business	Hyperlink to Legislation etc
Data Protection Act 1998	Data Protection Act 2018
The Regulatory Reform (Fire Safety) Order 2005	The Regulatory Reform (Fire Safety) Order 2005
Freedom of Information Act 2000	Freedom of Information Act 2000
Employment Act 2008	Employment Act 2008
Computer Misuse Act 1990	Computer Misuse Act 1990
Bribery Act 2010	Bribery Act 2010
Equality Act 2010	Equality Act 2010
Employers' Liability (Compulsory Insurance) Act 1998	Employers' Liability (Compulsory Insurance) Act 1998
COSHH Regulations 2002	COSHH Regulations 2002
The Health and Safety (Display Screen Equipment) Regulations 1992	The Health and Safety (Display Screen Equipment) Regulations 1992
The Manual Handling Operations Regulations 1992	Backpain - Advice for employers - Manual handling regulations
The Personal Protective Equipment at Work Regulations 1992	Personal Protective Equipment (PPE)
The Provision and Use of Work Equipment Regulations 1998	The Provision and Use of Work Equipment Regulations 1998
The Supply of Machinery (Safety) Regulations 2008	The Supply of Machinery (Safety) Regulations 2008
The Workplace (Health, Safety and Welfare) Regulations 1992	The Workplace (Health, Safety and Welfare) Regulations 1992
The Lifting Operations and Lifting Equipment Regulations 1998	The Lifting Operations and Lifting Equipment Regulations 1998
Construction (Design and Management) Regulations 2015. Guidance on Regulations	Construction (Design and Management) Regulations 2015. Guidance on Regulations
Management of Health and Safety at Work Regulations 1999	Management of Health and Safety at Work Regulations 1999
Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR)	RIDDOR 1995
Corona Virus Act 202	Corona Virus Act 2020



4.2 Understanding the needs and expectation of interested parties

Interested Parties	Information Requirements
Directors	<ul style="list-style-type: none"> To ensure that the business continues to function without hindrance and bureaucracy. To ensure business information is kept confidential, available and reliable.
Company Secretary	<ul style="list-style-type: none"> To protect client confidentiality To ensure employment processes are followed. To carry out audits on workplace procedures to ensure they work. To ensure Information Security training has been carried out. To ensure all relevant HR documentation is up to date
Employees	<ul style="list-style-type: none"> To protect client confidentiality To ensure employment processes are followed. To ensure Information Security Policies and Procedures are followed. To take responsibility for their own training
Contractors	<ul style="list-style-type: none"> To ensure all related information is kept confidential Meet the requirements of the Data Protection Act 1998 To ensure integrity of the systems are maintained as appropriate To ensure adherence to relevant SLAs To ensure PPL have all relevant docs required to work.
Suppliers	<ul style="list-style-type: none"> To ensure all related information is kept confidential Meet the requirements of the Data Protection Act 1998 To ensure integrity of the systems are maintained as appropriate To ensure adherence to relevant SLAs To ensure PPL have all relevant docs required to work.
Clients	<ul style="list-style-type: none"> To bring revenue to the company To ensure tenders are sent to company for pricing To work PPL to ensure H&S for all personnel attending sites as per H&S regs listed
Accountants	<ul style="list-style-type: none"> To ensure all related information is kept confidential the requirements of the Data Protection Act 1998 To help advise with HR To help PPL to adhere to Government Financial legalities
Company Solicitors / Lawyers	<ul style="list-style-type: none"> To protect client confidentially. To ensure that clients requests are adhered to all at times To assist and advise PPL with all legalities
CITB/CPCS	<ul style="list-style-type: none"> To ensure training is of a good quality
HSE	<ul style="list-style-type: none"> To ensure all legislation is valid and up to date
CPA	<ul style="list-style-type: none"> To protect the company by giving legal advice and ensure changes in legalities are communicated to its members
HS Direct	<ul style="list-style-type: none"> To ensure all risk assessment, method statements and H&S information is relevant and up to date To give PPL a basis for recording plant and equipment To help advise and give resources for training purposes



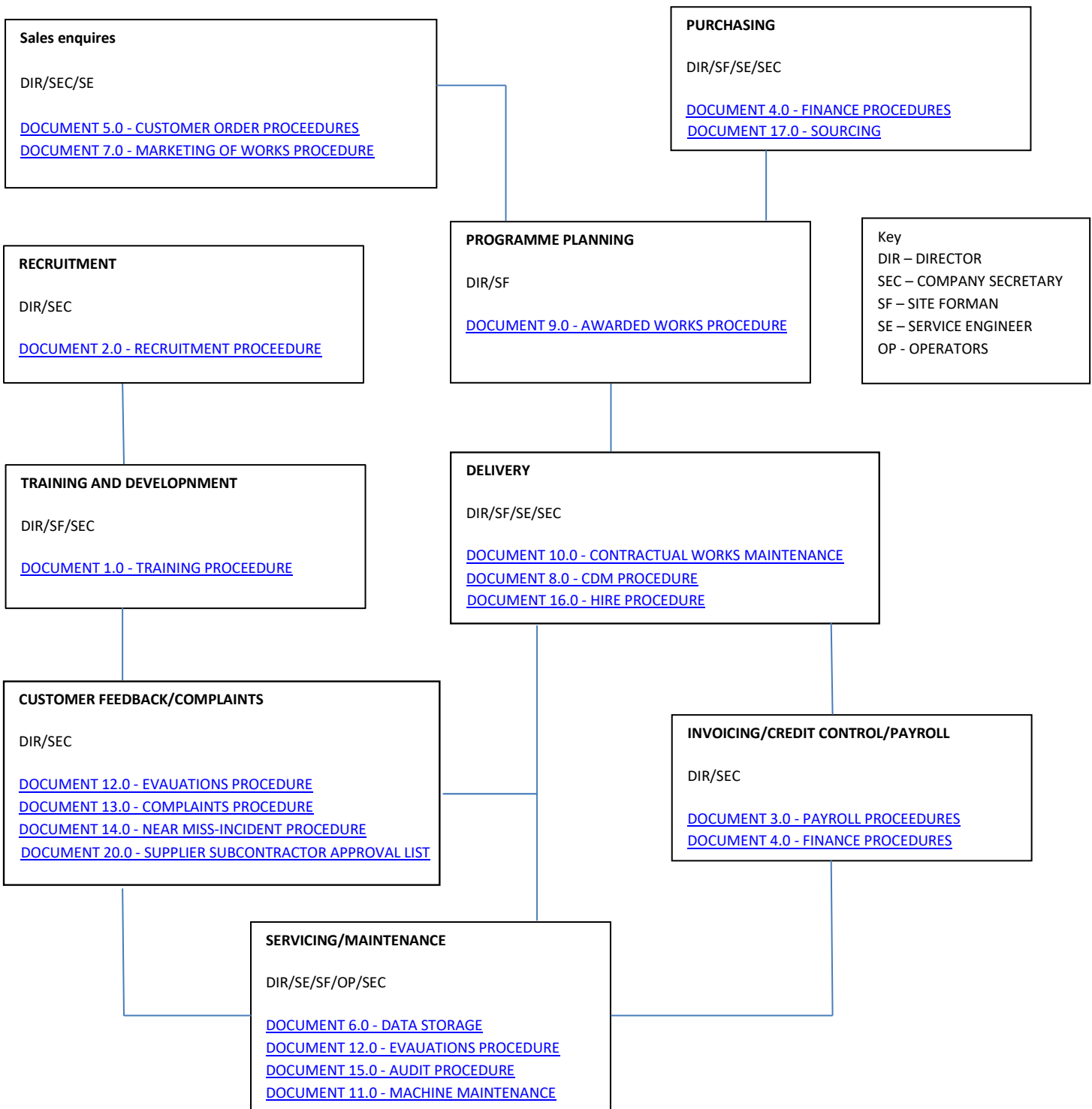
4.3 Determining the scope of the quality management system

The scope of the system covers all the core and supporting activities of the company. The activities and arrangements of all personnel including any subcontractors also fall within the scope of the system.



4.4 Quality Management system and its processes

The Director is responsible for the planning and delivery of its services. We work closely with our partner suppliers and customers to satisfy mutual requirements. We have a flow chart of illustrate the interaction of our core business processes, as shown below:





5 LEADERSHIP

5.1 Leadership & Commitment

PPL's Top Management Team are committed to the development and implementation of a Quality Policy and the Quality Management System which are both compatible with the strategic direction and the context of the organisation, the whole system is frequently reviewed to ensure conformance to the standard. Responsibility has been assigned to ensure that the QMS conforms to the requirements of the respective standard and the provision to report on performance to the top management team has been defined.

The designated senior Management Representative(s) will ensure that PPL staff are aware of the importance of meeting customer as well as statutory and regulatory requirements, and overall, to contribute to achieving PPL'S Quality Policy and Objectives which are aligned with the current business plan.

The Senior Management Team is responsible for implementing the QMS and ensuring the system is understood and complied with at all levels of the organisation.

In summary, the Senior Management Team will ensure that:

5.1.1 Leadership and commitment for the quality management system

- The company has a designated Senior Management Representative who is responsible for the maintenance and review of the Quality Management Systems.
- The ongoing activities of PPL are reviewed regularly and that any required corrective action is adequately implemented and reviewed to establish an effective preventative process.
- Measurement of our performance against our declared Quality Objectives is undertaken.
- Resources needed for the BMS are available and employees have the necessary training, skills and equipment to effectively carry out their work.
- Internal audits are conducted regularly to review progress and assist in the improvement of processes and procedures.
- Objectives are reviewed and, if necessary amended, at regular Review meetings and the performance communicated to all staff.
- The BMS is integrated into the organisations business processes.
- Communication covering the importance of the effective BMS and conformance to the BMS requirements is in place.
- Continual improvement is promoted.
- The contribution of persons involved in the effectiveness of the BMS is achieved by engaging, directing and supporting persons and other management roles within their area of responsibility.

5.1.2 Customer Focus

- Customer requirements and applicable statutory and regulatory requirements are determined and met
- The risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed
- The focus on consistently providing products and services that meet customer and applicable statutory and regulatory requirements is maintained
- The focus on enhancing customer satisfaction is maintained

5.2 Quality Policy

The Quality Policy of PPL is located within section 1.3 of this Manual – Quality Policy.



5.3 Organisational roles, responsibilities and authorities

PPL has an organisation chart in place (See appendix 1), employee contracts together with job descriptions to ensure that the appropriate personnel are in place to cover the whole context of the organisation and strategy of the business.

6 Planning for the Quality Management System

6.1 Actions to address risk and opportunities

We have identified the following process as a means of identifying and determining the risks and opportunities that are relevant to our Business Management system. The Risk & Opportunities document is separate to this manual.

Within each of the areas the risks (if any) are identified together with a rating as to the importance of the risk. The associated consequence, severity & mitigation of the risk is also noted together with the probable likelihood of the risk occurring.

We use an Excel spreadsheet to collect and analyse the risks and opportunities

The Risk and opportunities document is reviewed frequently by the Senior Management Team to ensure the effectiveness of the actions have been fulfilled.

[Risk Management & Opportunities Matrix](#)

6.2 Quality Objectives and planning to achieve them

The Quality Objectives and methods of achieving the objectives is located within section 3 of this Manual – Quality Objectives.

6.3 Planning of Changes

The Senior Management Team of Pope Plant Ltd identify any potential changes, this is then delegated to a responsible person.

He or she will conduct a “research background” to determine the feasibility of the changes with regards to:-

- Purpose of the change
- Any potential consequences
- Integration of the quality management system
- The availability of resources
- The allocation or reallocation of responsibilities and authorities
- Technical Skills
- Timescales
- Risks
- Impact

Once completed this then forms part of the Management Review together with the internal audit schedule.



7 Support

7.1 Resources

7.1.1 General

Pope Plant Ltd determines and provides the resources needed for the establishment, implementation, maintenance and continual improvement of the quality management system.

We ensure that the below elements are taken into account when completing an evaluation:

- The capabilities of, and constraints on, existing internal resources;
- What needs to be obtained from external providers

7.1.2 People

Operation and context of the organisation is taken into account when we determine the relevant persons necessary for the effective operation of the quality management system.

7.1.3 Infrastructure

All of our administration is conducted at our Head Office. This includes:-

- Management of financial matters
- Handling of client orders
- Personnel records

In terms of equipment used to deliver our service, asset registers and maintenance records are kept for the following:

- Office Space
- Utilities
- Hardware / software
- Technology
- Machinery (ADT/EXCAVATOR/DOZER)
- Vehicles (DIRECTOR CAR/SERVICE ENGINEER VAN/FOREMAN TRUCK)
- Equipment (WELFARE FACILITIES/CONTAINERS/DIESEL TANKS/TRAILERS)
Etc...

7.1.4 Environment for the operation of processes

Pope Plants differing environments consist of Office Space, Yard Area and Sites. There are temperature controls in place and running water. All equipment is maintained. The Office space consists of 4 people whom all have undergone DSE evaluation and appropriate equipment is in place to alleviate and restraints on the employee, there are no psychological factors to consider. Site consists on average of 8 people whom have all undergone CPCS Training and appropriate equipment is available to ensure safe working practices for staff. Cleanliness is good with subcontract cleaners visiting both site and office once per week. The ergonomic layout is very good minimising any impacts on the environment.

[DSE EVALUATION](#)



7.1.5 Monitoring and measuring resources

We ensure that all relevant equipment and personnel are monitored and measured to ensure that equipment and personnel are effective for the services we offer:-

Equipment: We ensure that all equipment is serviced, maintained and where applicable calibrated to statutory and regulatory requirements (see documented evidence within our maintenance, service and calibration records).

Personnel: We ensure that all personnel are monitored on a regular basis (please see personnel records for training etc). We maintain a monitoring / training matrix as evidence.

7.1.6 Organisation Knowledge

We ensure that "Job Specifications" are produced which include knowledge requirements for each individual role. Specific tests are implemented to ensure that persons are knowledgeable with the specific elements of the role. This includes vocational certificates.

7.2 Competence

All employees have the training and skills needed to meet their job requirements. All employees are monitored on an ongoing basis to identify any training and development needs. Competences and training needs are identified / satisfied by using:

- Job descriptions which set out the competences required
 - [OFFICE MANAGER](#)
 - [OFFICE ASSISTANT](#)
 - [SITE FOREMAN](#)
 - [PLANT OPERATIVE](#)
 - [SERVICE ENGINEER](#)
- Contracts of employment which set out contractual and legal requirements
- [Induction checklists to ensure / check understanding - appendix a](#)
- [A training / competency matrix](#)

7.3 Awareness

We ensure that all employees are aware of all policies and their contribution to the effectiveness of the Quality Management System through:

- Notice Boards
- Employee Handbook
- Awareness Training
- Induction

7.4 Communication

Pope Plant encourage an 'open door' flow of communication throughout all sites. Personnel understand their responsibility and the need for two way communications. The regular management review meetings' is a good source of communication and the information taken from these meetings is communicated throughout the company using various line managers. Telephone, texting and emailing are regular sources of communication sharing as well as site meetings, toolbox talks and site inductions. All staff are able to talk to all management whatever level at any time and they are aware of this.



External persons/companies are communicated to via email, telephone, face to face contact or site meetings. Once again an 'open door' flow of communication is encouraged from Pope Plant.

7.5 Documented Information

7.5.1 General

Pope Plant demonstrates documented compliance to ISO 9001:2015 (or any other standard in line with Annex SL Structure) through this Business Management System Manual (which includes processes & procedures). All information is held at head office and is available to all to read.

7.5.2 Creating and updating

The creation of documentation to support the Business Management System is primarily the responsibility of Claire Pope and Craig Pope.

Identification will be sought by a document number. To aid the approval and suitability of documents, the Managing Director of Pope Plant authorises the release and delegates any training required to the management team.

7.5.3 Control of documented information

All documentation is controlled by version and date and is listed on a Document Log.

Pope Plant Ltd has passwords in place to avoid the loss of confidentiality, improper use or loss of integrity. Key office computers are backed up daily to tape on an external hard drive. Remote office computers / laptops are backed-up monthly to external hard drive.

Control of documents can be seen on the Document Log and encompasses the following elements:-

- Distribution, Access, Retrieval and use
- Storage and preservation, including preservation of legibility
- Control of changes (e.g. version control)
- Retention and disposition

Documents can be retrieved by authorised personnel from the storage locations specified. Customer records are identified by *customer name*.

On or after the retention period stated, the relevant records will be reviewed by the Management team and will either remain in-situ, be archived or destroyed.

If records are to be destroyed, they will be disposed of in a controlled manner; *sensitive hard copies will be shredded and soft copies will be deleted from the system*. If records are to be archived, they will be identified and stored appropriately

[Document Log](#)



8 Operation

8.1 Operational planning and control

Pope Plant has determined the requirements and controls implemented for all processes detailed in section 4.4. Any planned changes are controlled through section 6.3 (Planning for Changes)

8.2 Determination of requirements for services

8.2.1 Customer Communication

Capability, facility and service information is supplied to customers via web site, brochures, email and through direct sales / personal contact.

Communications such as enquiries, quotes, orders and amendment details are appropriately stored and identified by customer and reference number.

Any technical documentation required for services offered by Pope Plant are forwarded to our clients on closure of the contract. The documentation is then filed within the client file.

Customer feedback is proactively sought via direct contact and satisfaction monitoring.

Complaints are documented and recorded.

[Customer Satisfaction](#)

[Customer Complaints Form](#)

[Customer Complaints Summary](#)

8.2.2 Determination of requirements related to services

Pope Plant ensures that applicable statutory and regulatory requirements are met which can be evidenced within section 4.1 of this document.

Should we issue any legal documentation (i.e. calibration document – traced back to national standards) in connection with the services offered then this is forwarded to the clients at the closure of the contract. All documentation is filed within the client file for archive purposes.

8.2.3 Review of requirements related to products and services

Pope Plant has processes in place to ensure that client details are collected at “Contract Review”, which are held at site meetings. This is to ensure that all details are correct and any additional information is collected etc.

Any statutory and regulatory requirements applicable to the service offered are also documented within the minutes of the site meeting.

The contract review will be reviewed throughout the process to validate the client’s requirements.

Any change required either through client requirements or product / service design will be fully documented through the 3 monthly management reviews.



8.3 Design and development of services

Pope Plant has detailed processes for the design and development of services. The following elements are detailed within flowcharts explaining the processes:-

- [Design and Development Planning](#)
- [Design and Development Inputs](#)
- [Design and Development Controls – Contractual works](#)
- [Design and Development Controls – Machine Hire](#)
- [Design and Development Outputs](#)
- [Design and Development Changes](#)

8.4 Control of externally provided products and services

8.4.1 General

Pope Plant Ltd ensures that externally provided processes, products and services conform to specified requirements and also reviewed as part of Pope Plants subcontractor and supplier matrix.

8.4.2 Type and extent of control of external provision

Pope Plant have controls in place to ensure that external provisions are approved before using the service or product. This is done via the Subcontractor Questionnaire together with the Subcontractor and Supplier Matrix.

[Subcontractor Questionnaire](#)

[Subcontractor and Supplier Matrix](#)

8.4.3 Information for external provision

Communication of any applicable requirements which are deemed appropriate and are provided through the contract review with the provider. (i.e. T&C's, performance, competence etc)

8.5 Production and service provision

8.5.1 Control of production and service provision

Pope Plant ensures that controls are in place for conditions for production and service provision, including delivery and post-delivery activities.

[HIRE CHECKLIST](#)

8.5.2 Identification and traceability

All machines and equipment are labelled with serial numbers and registered on HS Direct site. All machine and equipment whereabouts are noted on white board at head office.

8.5.3 Property belonging to customers or external providers

Any customer or external company equipment is visually inspected when delivered by Pope Plant personnel and external pre hire check sheet completed. This is sent back to head office and logged on white board.

8.5.4 Preservation



n/a

8.5.5 Post-delivery activities

All machines and equipment are maintained as per regulations and post delivery checks are performed once machines are returned to Pope Plant property. Hired in plant and machinery will come with external companies own PDI sheet and this will be checked before plant or equipment is sent back and retained for our records. White board updated on a daily basis as to where abouts plant and equipment are.

8.6 Release of products and services

Pope Plant ensures that the appropriate documentation is provided to the client on release of the product / service and this is also retained for traceability.

HIRED IN PROCEDURE

8.7 Control of nonconforming process outputs, products and services

The Pope Plant Action Log is used to identify non-conformances and any actual or potential shortfalls in quality standards or internal processes/ procedures, suggest improvements and track any actions to ensure improvements have taken place, or potential problems are avoided.

These areas are reviewed within the agenda for the Management Review meetings and typically cover the action taken to control and correct any non conformances noting any consequences of the action taken and themes which may be evident. In terms of continual improvement, we also review the suitability, adequacy and effectiveness of our Business Management System.

Pope Plant has various processes and procedures in place to ensure that preventative action against nonconformities can be introduced, documented and seen through to completion in order to address the initial problem. The complex nature of the clients we work with demands that we have flexible, but effective, processes and procedures in place.

However, Pope Plant also uses internal and external audits and risk assessments to continuously improve its service delivery, financial, HR and operational functions.

Steps

- Claire Pope maintains and monitors the Action Log.
- If any person discovers a shortfall, or potential shortfall in the written processes/procedures or a problem in the practical application of them, the details must be documented in the Action Log. The relevant person who is responsible for the action is informed. Action required as a result of Customer Feedback, Customer Complaint, Information Security incident or Management Review is also logged and tracked via the company Action Log.
- Each entry in the Action Log to include:
 - a. Sequential numbering
 - b. Category of issue
 - c. Person/Date recorded
 - d. Overview of the issue, problem or concern
 - e. Person responsible
 - f. Action taken
 - g. Date completed
 - h. Initialled when complete



The Senior Management Representative is responsible for checking the “non-conforming products or services form” and ensuring that people with allocated responsibilities are aware of them and actions are progressing.

Once all actions on a log sheet have been completed Claire Pope archives it as a Quality Record

Related records

[Action Log](#)

[Management Review Schedule](#)

9 Performance Evaluation

9.1 Monitoring, measurement, analysis and evaluation

Monitoring is based on Risk and is linked to the risk & opportunities matrix.

9.1.1 General

Pope Plant has deemed the following elements (9.1.2, 9.2 & 9.3) for monitoring, measuring, analysis & evaluation to ensure the quality performance and the effectiveness of the quality management system.

9.1.2 Customer Satisfaction

Pope Plant collates data on customer satisfaction through various means. This includes customer contact, emails and customer satisfaction survey.

The customer satisfaction survey is sent to clients yearly, analysed and evaluated at the Management review meeting by “Top Management” as it is a reportable requirement.

[Customer Satisfaction Questionnaire](#)

9.1.3 Analysis and Evaluation

Results of feedback which includes customer satisfaction questionnaire, internal audits, conformity of products & service, planning, suppliers, risk & opportunities matrix is evaluated through the management review meeting and actioned as applicable should any non-conforming areas be present.

9.2 Internal Audit

An internal audit schedule is prepared on an annual basis year and covers the requirements of any ISO standards in which Pope Plant wish to be certified. Internal audits are carried out through “risk or claused based” auditing.

Appropriate personnel are allocated to complete the internal audits and must record appropriate evidence for completeness. All audits completed must be authorised by Top Management as complete once any non-conforming areas have been dealt with (without any undue delay). Internal audit documentation must be kept and filed appropriately.

[Internal Audit Report / Non-conformance Report](#)

[Internal Audit Schedule](#)

9.3 Management Review



Management reviews take place on a quarterly basis. The attendees present are “Top Management” and any other appropriate persons of the business.

All inputs / outputs are full documented and minuted in line with the requirements of the specific ISO standard in which Pope Plant wish to be certified. Any actions arising from the meeting must be completed without any undue delay and appropriate evidence filed with the Management review documentation.

[Management Review Agenda](#)

10 Improvement

10.1 General

Pope Plant ensures that improvement processes are completed and actioned as necessary. Analysis methods include various elements which include:-

- [Annual Management Review](#)
- [Internal Audits](#)
- [Action Log](#)
- [Risks & Opportunities](#)
- [Complaints](#)

10.2 Nonconformity and corrective action

Should a nonconformity occur, including those arising from complaints, internal audits, etc Pope Plant designate Claire/Craig Pope to ensure that corrective action including root cause analysis is completed and implemented to avoid any further occurrences. This is then analysed and should the risk to the business pose to be “high” then this is then entered onto the “Risk & Opportunities” matrix to assist in mitigating the risk to the business.

Should any non-conformance's occur then the internal audit report must be completed to ensure that a full analysis of the problem is resolved. Should any changes to the Business Management System, Services be required then the “Planning changes” document shall also be completed.

The corrective action plan summary must be completed, as this then forms part of the Management Review meeting.

[Internal Audit Report](#)

[Action Log](#)

10.3 Continual Improvement

Continual Improvement will be ongoing through various elements of the Business Management System which is encompassed within this document. The list below is not exhaustive:-

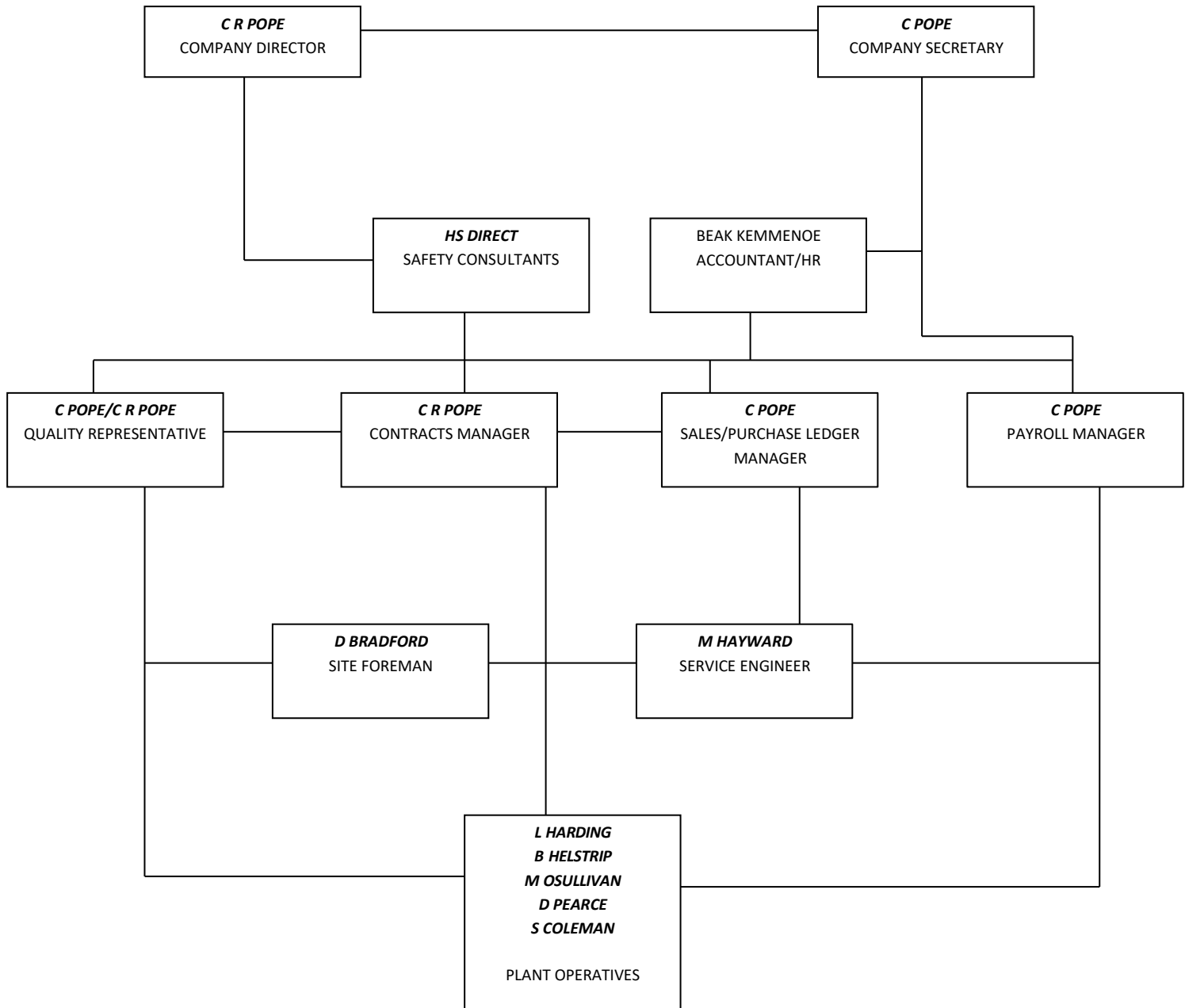
- Risk & Opportunities Analysis – Evaluated at several stages (clause 5.1, 6.1)
- Quality Policy / Objectives
- Planning of Changes
- Competency Matrix
- Customer Satisfaction
- Production & Service Provision (Supplier Evaluation)
- Internal Audits



- 3rd Party External Audits
- Management Review

Appendix 1

Pope Plant Ltd Organisation Structure





BUSINESS MANAGEMENT SYSTEM
Version 1.2

28.01.18