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Foreword

The assurance of quality is fundamental to all work undertaken by Convey Brothers and is practised by all personnel in their daily activities.

The Quality Management System of Convey Brothers complies with the requirements Of: -

BS EN ISO 9001:2008 – Quality Management Systems

Convey Brothers will control quality related activities in accordance with a contract or customer requirements implementing additional procedures as required.

The Convey Brothers Quality Management System includes written procedures for controlling and assuring all aspects of the company and customer's quality requirements.

This quality manual identifies the policies and principles applied against the requirements of EN ISO 9001:2008 and relates to all activities carried out in the organisation that determine quality, and lays down guidelines within which Convey Brothers operates.

Prepared By:	S Burn	Date: January 2017	Revision
Authorised By:	P Convey	Date: January 2017	A

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Activities And Scope

Convey Brothers is a partnership company, based in Team Valley, Gateshead. Convey Brothers is a contract window and industrial cleaning business to a variety of industrial, local authority and blue chip clients.

Convey Brothers are committed to the provision of a high quality cleaning service for our customers; to enable this to be achieved the Company has implemented a quality management system to demonstrate its ability to provide a consistent service that meet customer and all applicable statutory and regulatory requirements.

This approach enables the company to address and achieve customer satisfaction through the effective application of the quality management system, including processes for continual improvement and the prevention of non-conformity. The quality management system through our process of management review generates quality objectives, which ensures continual improvement of the system.

The scope of the quality management system applies to all the cleaning and associated services and a schematic of the generalised operations are given in [Appendix 1](#). There are no monitoring and measuring devices to be controlled or design and development activities therefore the clauses 7.6 and 7.3 are permissible exclusions. These exclusions do not affect the organisation's ability, or responsibility, to provide services that meet customer and applicable statutory and regulatory requirements.

The documented procedures describing the sequence and interaction of the processes of the quality management system are included in the process Overview ([Ref Appendix 1](#)). These procedures are identified in ([Appendix 2](#)). Register Of Documentation.

Convey Brothers has the documentation required to support the needs of the organisation and the quality management system. The defined documentation provides for implementation, maintenance and improvement of the system and includes: -

- Policy documentation
- Documentation for the control of processes
- Work instructions and drawings where required for designated tasks
- Quality records.

These procedures & records established to successfully implement this Quality Management System. Are held by the Quality representative in the [folder](#) identified as [Quality Management System](#).

The Quality representative is appointed by top management and is a member of the organisations own management, who's responsibilities include the responsibility of ensuring the quality management system is established, implemented & maintained.

Detailed responsibilities of the management organisation have been set out in this quality manual ([Ref Appendix 3](#)).

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Quality Policy

Convey Brothers has a defined quality policy, in order to assure the high level of quality required within our industry.

The policy of the company is to:

The
Quality Policy
of
Convey Brothers

Convey Brothers is a contract window and industrial cleaning business to a variety of industrial, local authority and blue chip clients.

We are dedicated to providing our customers with a high quality service, giving value for money and complete satisfaction.


In order to achieve this we are committed to a continuous improvement culture throughout the organisation based on stated company objectives and the EN ISO 9001:2008 standard.

We aim to understand the requirements of both our customers and our colleagues, and recognise the importance of:


- a) Safety
- b) Training
- c) Housekeeping

We view Quality as an essential company framework to gain competitive advantage, as well as reinforcing and enhancing the company's reputation and image.

This policy is approved by the undersigned and is supported by all levels of management within the organisation. All personnel shall be guided by the contents of the quality management system and no deviation from the methods and procedures set down shall be permitted.

Signed... 

Date:..... 09:01:17

Signed... 

Date:09:01:17

Partners - Convey Brothers

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Distribution: The Quality Representative is responsible for the controlled distribution of numbered copies of this manual, and changes thereto. Personnel who are nominated manual holders are:

- Quality Representative

A current version is maintained on the company network in a dedicated folder.

Uncontrolled Manuals: Uncontrolled manuals are up-to-date at issue and are only issued to outside organisations, customers, etc upon request. Such uncontrolled manuals are issued from the company network and are clearly marked “Printed copies are uncontrolled”.

Revision History

Section	Description of change	Date	Issue/Rev	Authorised
All	First protocol to ISO 9001:2000 Standard	Dec 03	N01/A	S Burn
7.5.4 & 7.6	Re-write to clarify actual processes.	March 04	N01/B	S Burn
Appendix 2	Addition Of Controlled Documents	May 04	N01/C	S Burn
All	Second protocol to ISO 9001:2000 Standard	Jan 2005	N02/A	S Burn
Appendix 2	Addition Of Controlled Document GN06	Dec 05	N02/B	P Convey
Appendix 2	Addition Of Controlled Document GN07	Dec 05	N02/B	P Convey
All	Third protocol to ISO 9001:2000 Standard	Jan 2006	N03/A	S Burn
All	Forth protocol to ISO 9001:2000 Standard	Jan 2007	N04/A	P Convey
Appendix 2	Addition of Controlled Document GN12	May 2007	N04/B	P Convey
All	Fifth protocol to ISO 9001:2000 Standard	Jan 2008	N05/A	P Convey
Appendix 2	Addition of Controlled Document GN13	Mar 2008	N05/B	P Convey
Appendix 2	Addition of Controlled Document GN14	Apr 2008	N05/C	P Convey
Appendix 2	Removal of Controlled Document GN14	Feb 2009	N05/D	P Convey
All	First protocol to ISO 9001:2008 Standard	Feb 2009	N06/A	P Convey
All	Second protocol to ISO 9001:2008	Jan 2010	N07/A	P Convey
All	Third protocol to ISO 9001:2008	Jan 2011	N08/A	P Convey
All	Forth protocol to ISO 9001:2008	Jan 2012	N09/A	P Convey
All	Fifth protocol to ISO 9001:2008	Jan 2013	N10/A	P Convey
Appendix 2	Addition of Controlled Document QD16	May 2013	N10/B	P Convey
Appendix 2	Addition of Controlled Document H&SP01	Jan 2014	N10/C	P Convey
Appendix 2	Addition of Controlled Document H&SP01a	Jan 2014	N10/C	P Convey
Appendix 2	Addition of Controlled Document GN15	Jan 2014	N10/C	P Convey
Appendix 2	Addition of Controlled Document H&SP13	Jan 2014	N10/C	P Convey
All	Sixth protocol to ISO 9001:2008	Jan 2015	N11/A	P Convey
All	Seventh protocol to ISO 9001:2008	Jan 2016	N12/A	P Convey

Distribution List

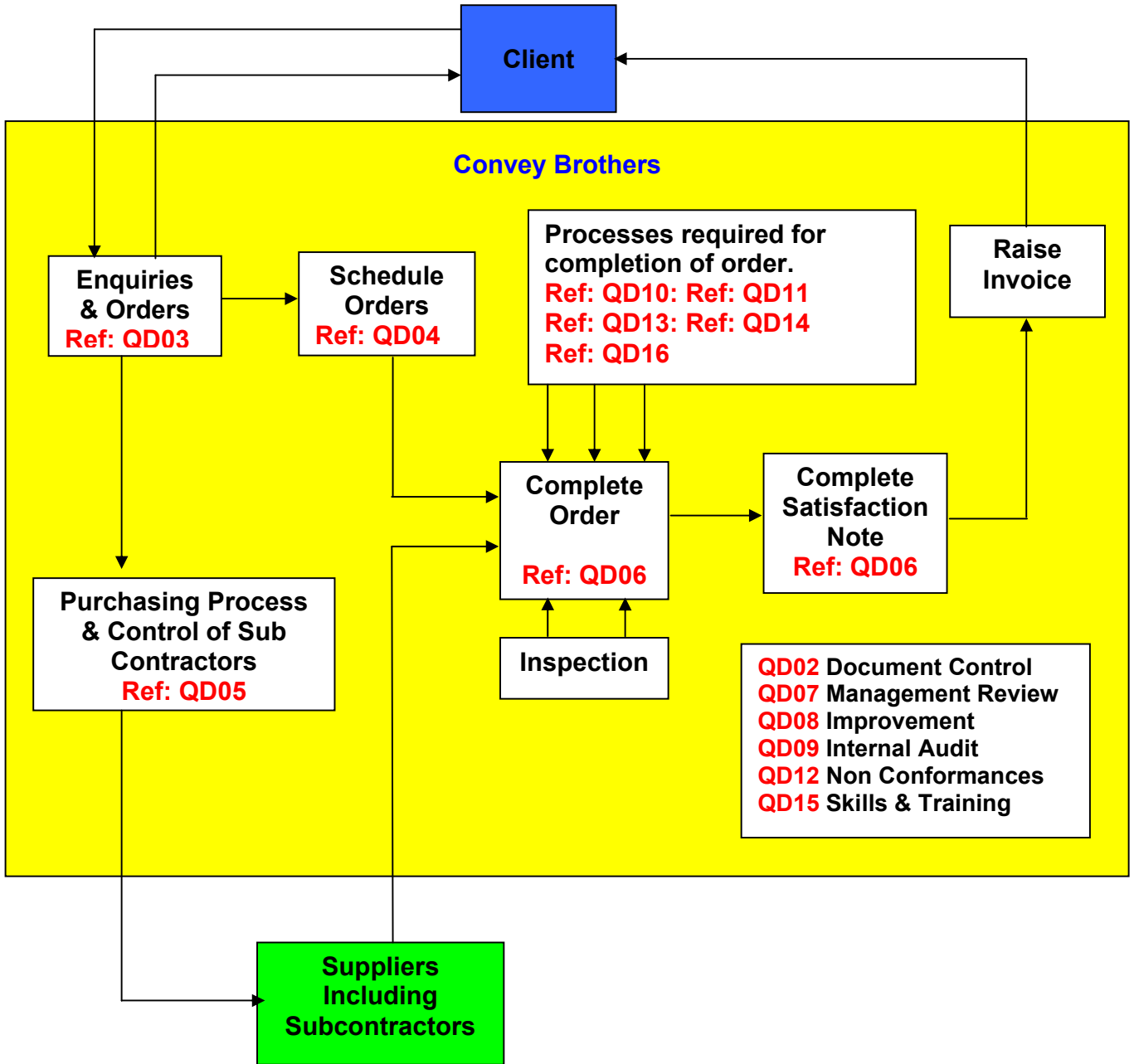
Nominated Manual Holder	No. Of Copies	Issue Number	Revision Status
Steve Burn	One	12	Revision A.

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Appendix 1: Process Overview QD01



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Appendix 2: Register Of Documentation

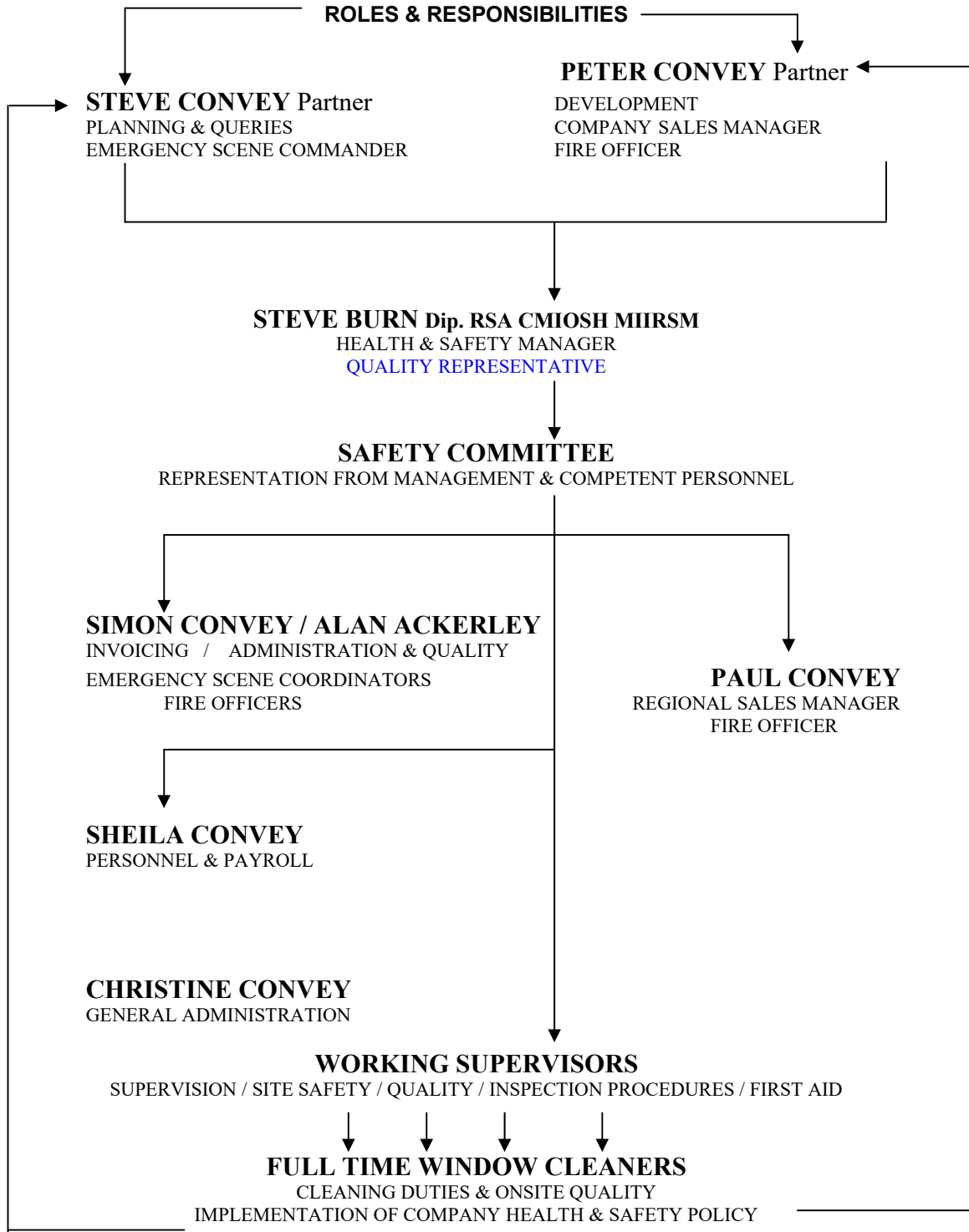
Document Number	Title
	Quality Policy
QM	Quality Manual
QD00	Register Of Quality Documentation
QD01	Process Overview
QD02	Document Control & Record Keeping
QD03	Enquiries And Orders
QD04	Scheduling Orders Process
QD05	Purchasing Process & Control of Sub Contractors
QD06	Cleaning Process
QD07	Management Review Process
QD08	Improvement Procedure
QD09	Internal Audit Procedure
QD10	Water Treatment Plant Process
QD11	Tank Filling Procedure
QD12	Control Of Non-conformances
QD13	Generic Window Cleaning Procedure
QD14	Reach & Wash System Procedure
QD15	Skills & Training
QD16	PFK20 Internal Window Cleaning Procedure
QS01	Quality System Overview
QS02	Internal Audit Schedule
QS03	Internal Audit Report
QS03A	Internal Audit Checklist
QS04	Non Conformance Report
GN01	Customer Feedback Form
GN02	Preventative Action Form
GN03	Job Interview Checklist
GN04	System Audit Checklist
GN05	Analysis Of Customer Feedback Forms
GN06	Supervisor Checklist
GN07	Statement Of Terms Of Employment
GN08	Job Description Window Cleaner
GN09	Job Description Supervisor
GN10	Job Description Administrator
GN11	Job Description H&S Manager
GN12	Cleaners Job Application Form
GN13	Management Information ISOS Project
GN14	Planning Form
GN15	Vehicle Service/MOT Record
H&SP01	Weekly Van Equipment Checklist
H&SP01a	Weekly Van Equipment Checklist Actions
H&SP13	H&SP13 Approved-contractors questionnaire

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Appendix 3: Company Organisation



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