

	Convey Bros	Date: 16th Jan 2020
	Quality Management System	Issue No. 3
Doc. No. QM	Quality Manual	Page 1 of 21

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 9001:2015 – 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 9001:2015 and relates to all activities carried out in the organisation that determine quality, and lays down guidelines within which Convey Brothers operates.

CONTENTS

Page No.

Forward.....	1
Table of Contents.....	1
1.0 Activities, Scope and Exclusions	2
2.0 Normative Reference	3
3.0 Terms and Definitions.....	3
4.0 Context of the Organisation	3
5.0 Leadership.....	4
6.0 Planning.....	5
7.0 Support.....	7
8.0 Operation	8
9.0 Performance Evaluation	11
10.0 Improvement.....	14
Revision History.....	16

Appendix 1: Process Overview / Interaction of Processes

Appendix 2: Register of Documentation

Appendix 3: Company Organisation

Prepared By:	S Burn	Date: 16th Jan 2020	Revision
Authorised By:	S Convey	Date: 16th Jan 2020	A

Printed copies are uncontrolled

	Convey Bros	Date: 16th Jan 2020
	Quality Management System	Issue No. 3
Doc. No. QM	Quality Manual	Page 2 of 21

1.0 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 is “*the provision of contracted window cleaning services*” and applies to all the cleaning and associated services and a schematic of the generalised operations are given in [Appendix 1](#). There are no Design and Development activities, hence **Clause 8.3** is an excluded permissible requirement, there are no measuring activities therefore **Clause 7.1.5.2** Measurement traceability is an excluded permissible requirement. 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 Health & Safety manager in the [folder](#) identified as [Quality Management System](#).

The Health & Safety Manager has been appointed by top management, with 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](#)).

Prepared By:	S Burn	Date: 16th Jan 2020	Revision
Authorised By:	S Convey	Date: 16th Jan 2020	A

Printed copies are uncontrolled

	Convey Bros	Date: 16th Jan 2020
	Quality Management System	Issue No. 3
Doc. No. QM	Quality Manual	Page 3 of 21

2.0 Normative Reference

This QMS Manual defines the policies and principles applied against each of the requirements of EN ISO 9001: 2015 and relates to all activities carried out in the organisation that determine quality, and lays down guidelines within which Convey Bros operates.

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 network and are clearly marked "Printed copies are uncontrolled".

3.0 Terms and Definitions

The following terms and definitions are provided to assure a uniform understanding of selected terms as they are used in these requirements.

ORGANISATION	refers to Convey Bros.
SUPPLIER	refers to the party to whom an order has been placed by Convey Bros for the purchase of supplies, or subcontractor, or the execution of a specific part of a particular order.
CUSTOMER	refers to a company or person having a contractual agreement with, or recipient of, a service from Convey Bros.
SERVICE	means the result of a process, which enables us to deliver our cleaning service.

4 Context of the Organisation

4.1 Understanding the Organisation and its Context

Convey Bros has determined the external and internal issues that are relevant to its purpose and strategic direction and that can affect, either positively or negatively, the organisation's ability to achieve the intended results of its quality management system (**Ref: QD17**). The determination process included a risk assessment of each identified relevant issue. The company is aware that external and internal issues can change, and therefore, they are monitored and reviewed (together with the Context) at planned intervals and through the management review process.

Prepared By:	S Burn	Date: 16th Jan 2020	Revision
Authorised By:	S Convey	Date: 16th Jan 2020	A

Printed copies are uncontrolled

	Convey Bros	Date: 16th Jan 2020
	Quality Management System	Issue No. 3
Doc. No. QM	Quality Manual	Page 4 of 21

4.2 Understanding the Needs and Expectations of Interested Parties

Convey Bros has determined the relevant requirements of all relevant Interested Parties, beyond just those of its direct customers (**Ref: QD17**). The outcomes of the determination was to focus on only those relevant Interested Parties that can have an impact on the company's ability to provide our services that meet requirements. The determination process included a risk assessment of each identified relevant interested party.

The company is aware that the relevant Interested Parties and their requirements can be different for the different cleaning services provided, and can change due to unforeseen circumstances or intentional reactions to markets. Therefore the Interested Parties assessment (**Ref: QD17**) is monitored and reviewed at planned intervals and through the management review process.

4.3 Determining the Scope of the Quality Management System

The boundaries of the quality management system have been defined so that it meets the requirements and the intended results of the system.

The scope is shown in Section 1 and was established based on:

- a) Determination of the requirements of the identified relevant external and internal issues (**Ref Section 4.1**).
- b) Determination of the requirements of the identified relevant Interested Parties (**Ref: Section 4.2**).
- c) The products and services provided by Convey Bros.

4.4 Quality Management System and its Processes

4.4.1 General

Convey Bros has developed a QMS that reflects the way the organisation identifies and meets its customer's requirements. The QMS includes processes and procedures (**Ref: Appendices 1 & 2**) that indicate how they will be effectively managed and controlled and this will include ensuring effective control of any sub contracted work. The sub-contracted work are for cleaning services, abseil maintenance and inspection services, that are controlled via Purchase Order, local supervision (by Convey Bros) and / or inspection where applicable.

4.4.2 Documentation and Records

The quality management system (QMS) comprises (but is not limited to):-

- QMS Manual
- Quality Policy statement
- Defined Business / Quality Objectives
- Procedures and processes necessary to control the organisation's business
- Forms and documents used in the effective control of the QMS

Prepared By:	S Burn	Date: 16th Jan 2020	Revision
Authorised By:	S Convey	Date: 16th Jan 2020	A

Printed copies are uncontrolled

	Convey Bros	Date: 16th Jan 2020
	Quality Management System	Issue No. 3
Doc. No. QM	Quality Manual	Page 5 of 21

QMS documentation is controlled (**Ref: QD02**). It is the responsibility of document holders to ensure that they keep their copies up to date

Electronic Data Control - all system data that needs to be backed-up is as indicated in the Document Control Procedure and all backup copies are securely held and retrievable.

Control of Quality Records – regulatory and contractual documentation is archived and controlled, reviewed after a specific period and either retained for a further period or shredded.

5.0 Leadership#

5.1 Leadership and Commitment

5.1.1 General

The Senior Partner has provided evidence of his commitment to the development and improvement of the QMS by: -

- Communicating to the staff (**Ref: Section 7.4**) the importance of meeting client as well as statutory and regulatory requirements (e.g. H&S regulations).
- Communicating the performance and effectiveness of the QMS.
- Establishing the Quality Policy and Business / Quality Objectives.
- Conducting management reviews.
- Ensuring the availability of necessary resource.

5.1.2 Customer Focus

Convey Bros have implemented this QMS to ensure conformity of services. In addition, meetings are held on a regular basis in order to discuss and enhance customer satisfaction and address any complaints or problems which may have arisen. Should any complaints or problems persist then appropriate actions are implemented to address risks and opportunities, so that expected results are consistently met. If they are not, then a Plan-Do-Check-Act approach (**Ref: GN01, GN05**) is followed to ensure that responsibilities are assigned for implementing further improvements, until the intended customer needs and expectations are achieved.

5.2.1 Quality Policy

Convey Bros has established a Quality Policy that is aligned with the strategic direction of the company, including the understanding of what quality means to itself and for its customers. The Quality Policy describes the intentions and direction of the company and confirms senior management's commitment to the maintenance of the quality management system (**Ref: Page 17**).

Prepared By:	S Burn	Date: 16th Jan 2020	Revision
Authorised By:	S Convey	Date: 16th Jan 2020	A

Printed copies are uncontrolled

	Convey Bros	Date: 16th Jan 2020
	Quality Management System	Issue No. 3
Doc. No. QM	Quality Manual	Page 6 of 21

5.2.2 Communicating the Quality Policy

The Quality Policy is communicated, understood and applied within the company (usually during induction and ISO 9001 awareness sessions) so that staff are able to contribute to the effectiveness of the quality management system. In addition the policy is available to relevant Interested Parties (usually upon request or via PQQs / ITTs etc. and posted within resources section of web site). The Quality Policy is periodically reviewed to determine if it is still appropriate to the purpose of the company (usually as part of the management review process).

5.3 Organisational Roles, Responsibilities and Authorities

Management have assigned the relevant roles (**Ref: Appendix 3**) in relation to the quality management system in order to ensure the effectiveness and the achievement of intended results. In addition, individual responsibilities are outlined as;

Partners and Appointed Representative.

The Partners have appointed the Health & Safety Manager, who together with the Partners, have responsibility for the quality management system ensuring that:

- The company complies with the requirements of ISO 9001: 2015.
- The quality management system remains effective by ensuring that internal audits take place to a planned schedule.
- The monitoring and management of any non-conformances by timely action to comply with the requirements of the system.
- Ensuring the control of the QMS procedures and processes, involving issue and withdrawal of relevant documents following issue changes as they occur.
- Ensuring that all members of staff are aware of their responsibilities within the quality management system.
- Ensure that customer quality requirements are understood throughout the company.

Company Staff

All staff are responsible for working to Convey Bros practices, procedures and processes and for the quality of their own work.

6.0 Planning

6.1 Actions to Address Risks and Opportunities

Convey Bros have determined the risks and opportunities during the planning of the quality management system processes. In addition actions and plans have been established to address residual risks and opportunities (**Ref: 4.1 & 4.2 above**). The purpose of planning is to prevent non-conformities (including non-conforming outputs) and to determine opportunities that might enhance customer satisfaction or achieve stated quality objectives.

Prepared By:	S Burn	Date: 16th Jan 2020	Revision
Authorised By:	S Convey	Date: 16th Jan 2020	A

Printed copies are uncontrolled

	Convey Bros	Date: 16th Jan 2020
	Quality Management System	Issue No. 3
Doc. No. QM	Quality Manual	Page 7 of 21

Procedures have been developed and introduced to ensure that all processes critical to the service are effectively controlled (**Ref: QD00**). Planning also ensures that all work is performed by staff that are adequately qualified, skilled and / or experienced.

The actions (or action plans) associated with the identified risks and opportunities in 6.1 are implemented, analysed and evaluated for effectiveness. These actions are based on the potential impact on the conformity of products and services or on customer satisfaction, and are incorporated into both the quality management system and its processes, as is appropriate.

6.2 Quality Objectives and Planning to Achieve Them

6.2.1 Quality / Business Objectives

There are formal Business Objectives (**Ref: QS05**) together with overlying objectives identified by the Partners as they:-

- Develop and implement a quality system in line with the standard ISO 9001: 2015.
- Identify employee training needs and deliver training accordingly - this will be an ongoing exercise.
- To meet or exceed customer agreed specifications and interested party requirements.
- Be consistent with the Quality Policy
- To use the Management Review meetings to identify and set more specific, measurable quality objectives.

6.2.2 Planning of Objectives

In order to achieve the quality / business objectives;

- Determine the actions that need to be implemented to achieve its stated objectives.
- Ensure sufficient resources are made available (**see Section 7**).
- Determine who is responsible for achieving specific objectives.
- Decide when an action should be completed.
- Decide how the results will be evaluated.

The evaluation of results (**Section 9.1.3**) on achieving specified objectives is part of the management review.

Prepared By:	S Burn	Date: 16th Jan 2020	Revision
Authorised By:	S Convey	Date: 16th Jan 2020	A

Printed copies are uncontrolled

	Convey Bros	Date: 16th Jan 2020
	Quality Management System	Issue No. 3
Doc. No. QM	Quality Manual	Page 8 of 21

6.3 Planning of Changes

Change is an inevitable part of business life. The need for changes to the organisation's quality management system are required in order to adapt to changes in its business environment, as well as to ensure that any proposed changes are planned, introduced and implemented in a controlled manner.

The purpose of planning change is to maintain the integrity of the quality management system and the company's ability to continue to provide conforming services during the change. The organization consider actions that reduce the potential for negative impacts of the change, such as first conducting a trial of the change before full implementation, or determining actions to be taken when the change is not successfully implemented.

A risk-based approach is adopted in determining the actions necessary in planning changes to the quality management system, including the availability of resources and necessary allocation or reallocation of responsibilities. The need for a change to the quality management system can be determined in many different ways, for example as part of management review, from audit results, reviews of non-conformities, complaints analysis, analysis of process performance, changes in context or from the changing needs of customers and other relevant Interested Parties. The impact of such changes on the quality management system are evaluated and the necessary actions taken to prevent undesired effects.

7.0 Support

7.1 Resources

7.1.1 General

The Partners recognise the importance of providing adequate resources to ensure the effective running and maintenance of the business and the quality management system. Management meetings ensure that resources are monitored and maintained. Using a risk-based approach, the resources that need to be provided are considered using the current capabilities of internal resources (e.g. people, capability of equipment, organisational knowledge etc.) and any constraints (e.g. budget, number of resources, schedule etc.).

7.1.2 People

All staff has the necessary education, training, skills, experience or knowledge to perform their work tasks competently and effectively. A risk-based approach is adopted when determining if new or additional staff are needed, and consideration given to the responsibilities and authorities that are required.

Prepared By:	S Burn	Date: 16th Jan 2020	Revision
Authorised By:	S Convey	Date: 16th Jan 2020	A

Printed copies are uncontrolled

	Convey Bros	Date: 16th Jan 2020
	Quality Management System	Issue No. 3
Doc. No. QM	Quality Manual	Page 9 of 21

7.1.3 Infrastructure

The organisation has provided a suitable infrastructure for all of their staff in which to provide the scope of activity. Machinery and equipment including computers and associated equipment are all maintained / replaced to ensure continuity of service.

7.1.4 Environment for the Operation of Processes

Convey Bros (having considered any Interested Parties requirement) has provided the necessary environment for the operation of its processes and to facilitate provision of conforming products and services.

7.1.5 Monitoring and Measuring Resources

7.1.5.1 General

The company has provided sufficient resources to ensure valid and reliable monitoring and measuring results, when evaluating the conformity of the organisation's services (Refs: QD06, QD07 and QD09).

7.1.5.2 Measurement Traceability

Measurement traceability is not determined as an essential part of providing confidence in the validity of monitoring the results of our service, therefore this requirement of the standard is excluded from the scope.

7.1.6 Organisational Knowledge

Organisational knowledge is the specific knowledge of the company either from its collective experience or from the individual experience of its staff. This knowledge is, or can be, used to achieve the Quality / Business Objectives or QMS intended results.

It is important to maintain the knowledge determined by the organisation as necessary for the operation of its processes and to achieve conformity of products and services. In addition the acquisition of additional knowledge based on changing needs and trends is encouraged, for example from;

- a) Learning from failures, near miss situations and successes.
- b) Gathering knowledge from customers, external providers and partners.
- c) Capturing knowledge that exists within the organization e.g. from mentoring, succession planning etc.
- d) Benchmarking.
- e) Intranet, libraries, awareness sessions, newsletters, etc.

Prepared By:	S Burn	Date: 16th Jan 2020	Revision
Authorised By:	S Convey	Date: 16th Jan 2020	A

Printed copies are uncontrolled

	Convey Bros	Date: 16th Jan 2020
	Quality Management System	Issue No. 3
Doc. No. QM	Quality Manual	Page 10 of 21

7.2 Competence

The competence required for the jobs or activities in the company that can affect conformity of products and services or customer satisfaction are determined. In addition, to ensure that the persons holding those jobs or carrying out those activities are competent to perform them. The competence of staff is based on their education, training, and experience.

Training is an important part of the Quality Policy, therefore a process has been developed and introduced to ensure that training needs are reviewed for all staff and training sourced and delivered where needed with records kept accordingly (**Ref: QD15**).

7.3 Awareness

It is ensured that relevant persons doing work under the organisation's control are aware of the Quality Policy, relevant quality objectives, their contribution to the effectiveness of the quality management system and the implications of not conforming with quality management system requirements.

Awareness is attained when staff understand their responsibilities and authorities and how their actions contribute to the achievement of the organisation's quality objectives. Persons doing work under the organisation's control can demonstrate their awareness in day-to-day activities by distinguishing between what is acceptable and what is not, and by taking appropriate action when processes, products and services do not meet agreed specifications.

7.4 Communication

The company has established the internal and external communications that are needed and which are relevant to the quality management system (**Ref: QD18**). In addition Convey Bros have determined those relevant internal and external parties with whom they need to communicate to ensure the effective operation of the quality management system (**Ref: QD17**).

7.5 Documented information

7.5.1 General

The company controls not only the documented information needed for conformity to ISO 9001, but also the documented information that is required for the effectiveness of its quality management system (**see Section 4.4.2**).

7.5.2 Creating and Updating

When Convey Bros creates and updates documented information, the appropriate identification, format and media is used. Also that it is reviewed and approved (**Ref: QD02**).

Prepared By:	S Burn	Date: 16th Jan 2020	Revision
Authorised By:	S Convey	Date: 16th Jan 2020	A

Printed copies are uncontrolled

	Convey Bros	Date: 16th Jan 2020
	Quality Management System	Issue No. 3
Doc. No. QM	Quality Manual	Page 11 of 21

7.5.3 Control of Documented Information

7.5.3.1 Availability

It is ensured that documented information is available in a suitable medium whenever and wherever needed, and that it is adequately protected. The quality management system documentation is available for all relevant areas, departments, process owners etc. Consideration is also given to providing information to relevant external Interested Parties when services are sourced externally.

7.5.3.2 Access, Storage and Retrieval

Documented information is controlled and addresses distribution, access, retrieval and use, storage and preservation, control of changes, retention and disposition. This also applies to documented information of external origin where it is determined to be necessary for the planning and operation of the quality management system (**Ref: QD02**). In addition, consideration is given to how documented information is stored, maintained and disposed of as necessary over time.

8.0 Operation

8.1 Operational Planning and Control

Procedures have been developed and introduced to ensure that all processes critical to the service are effectively controlled (**Ref: Section 6.1**). Planning ensures that all work is performed by persons adequately qualified, skilled or experienced (**Ref: QD13, QD14, QD15, QD16**).

8.2 Requirements for Products and Services

8.2.1 Customer Communication

Communication is a major part of securing and retaining business for Convey Bros, in particular;

- communicating details of the service to be provided so that the customer understands what is being offered;
- making clear:
 - how the customer can contact Convey Bros to ask questions or order products or services
 - how Convey Bros informs the customer of any related changes
- Establishing appropriate ways to gain information from the customer related to questions, concerns, complaints, positive and negative feedback. (**Ref: GN01, GN05**)
- Being proactive in communicating with the customer about possible contingency actions that can be taken, if the need occurs, to avoid having a detrimental effect on meeting customer requirements.

Prepared By:	S Burn	Date: 16th Jan 2020	Revision
Authorised By:	S Convey	Date: 16th Jan 2020	A

Printed copies are uncontrolled

	Convey Bros	Date: 16th Jan 2020
	Quality Management System	Issue No. 3
Doc. No. QM	Quality Manual	Page 12 of 21

8.2.2 Determining the Requirements for Products and Services

The review of a customer's requirements commences when an enquiry for estimate or quotation is received (**Ref: QD03**). The enquiry information is examined to ascertain whether Convey Bros has the necessary resources to undertake the work. All enquiries are recorded and subsequent quotations handled in the appropriate manner.

Customer requirements are determined by considering:

- The intended purpose of the service.
- Customer needs and expectations.
- Relevant statutory and regulatory requirements.
- Those requirements considered necessary by the company (e.g. traceability).

8.2.3 Review of the Requirements for Products and Services

The handling of the enquiries/orders is part of the scheduling orders (**Ref: QD04**) procedure, which has been introduced to ensure that full and effective reviews (including whether having the necessary resources to undertake the work) of customer requirements relating to the service are performed prior to them being accepted or delivered. This will include any amendments to orders or contracts. All relevant internal and external documented information is updated to ensure the new requirement is captured and communicated as necessary. The review enables Convey Bros to reduce the risk of issues arising during operations and post-delivery.

8.3 Design and Development of Products and Services

Convey Bros provides cleaning services only to specifications provided by customers; therefore this requirement of the standard is excluded from the scope.

8.4 Control of Externally Provided Processes, Products and Services

8.4.1 General

Products and services that are provided by an external provider are controlled and conform to requirements. To ensure effective control, the purchasing and evaluation of suppliers' procedure has been developed and introduced (**Ref: QD05**).

8.4.2 Type and Extent of Control

Convey Bros check all goods on receipt and sign the relevant documentation accordingly. If it is deemed necessary, verification of the quality of purchased product will take place at suppliers' premises.

8.4.3 Information for External Providers

Purchase Orders including specification of requirements are raised when buying to prevent a supplier or subcontractor from providing incorrect goods or service.

Prepared By:	S Burn	Date: 16th Jan 2020	Revision
Authorised By:	S Convey	Date: 16th Jan 2020	A

Printed copies are uncontrolled

	Convey Bros	Date: 16th Jan 2020
	Quality Management System	Issue No. 3
Doc. No. QM	Quality Manual	Page 13 of 21

8.5 Production and Service Provision

8.5.1 Control of Production and Service Provision

The Cleaning Process (**Refs: QD06**) has been developed and introduced to ensure that the service provision is controlled and that the intended results are achieved. All processes critical to the service provided have written procedures and any special processes will be performed by persons who are adequately qualified or skilled to perform the work. Records are maintained of all work performed, as well as the personnel who performed the work.

8.5.2 Identification and Traceability

Once an order is confirmed a unique job name / contract number is allocated (**Ref: QD04 Scheduling Orders Process**) which remains with the job throughout the process to ensure full traceability.

8.5.3 Property belonging to Customers or External Providers

Any customer property (including intellectual property and Client personal data) received for processing will be identified and Convey Bros will accept responsibility for storage, handling and use of this property.

8.5.4 Preservation

All purchased products are suitably identified, labelled, protected / preserved during handling, storage, packaging, and delivery to prevent deterioration, damage or loss.

8.5.5 Post-delivery Activities

Convey Bros recognises that delivery does not necessarily end the organisation's responsibility after a service is delivered.

8.5.6 Control of Changes

Convey Bros ensure that reviews and control changes that occur during the service provision are in alignment with the provisions determined during the planning of the quality management system (**see Section 6.3**). The actions to address such changes ensure the outputs and services continue to meet all applicable requirements (**see Section 8.5.1**).

8.6 Release of Products and Services

All services are checked to ensure they conform to all applicable requirements before they are delivered to the customer (**Ref: QD06 and Section 8.1**).

Prepared By:	S Burn	Date: 16th Jan 2020	Revision
Authorised By:	S Convey	Date: 16th Jan 2020	A

Printed copies are uncontrolled

	Convey Bros	Date: 16th Jan 2020
	Quality Management System	Issue No. 3
Doc. No. QM	Quality Manual	Page 14 of 21

8.7 Control of Nonconforming Outputs

The intention of the QMS is to prevent the unintended delivery or use of non-conforming outputs (at all stages of the delivery and service provision). Any service found to be non-conforming is dealt with according to the Control of Non Conformances procedure (**Ref: QD12**). On-site non-conformances discovered during service provision are dealt with immediately as these would inhibit the progress of the job. The resulting corrective and / or preventive actions are reported during Thursday/Friday GN06 meeting, the information is recorded on the van plan, to prevent a recurrence. All non-conforming information is documented and retained, including actions taken to correct non-conformities.

9.0 Performance Evaluation

9.1 Monitoring, Measurement, Analysis and Evaluation

9.1.1 General

The actions included in the following sections indicate the measurement, analysis and improvement elements of the quality management system.

9.1.2 Customer Satisfaction

The Partners and Sales Team have regular contact with customers and evidence of customer satisfaction is determined via repeat order / invoice analysis presented at the Management Review meeting. Customer feedback is also used to determine opportunities for improvement and provide an approach for understanding customers' perceptions about the products and services of Convey Bros and whether needs and expectations have been met. Any complaint experienced is recorded and dealt with to the satisfaction of the customer. These are reviewed during the Management Review meeting agenda.

9.1.3 Analysis and Evaluation

The results of both the internal and external quality system audits as well as customer complaints are analysed for trends. Customer complaint records are also monitored to ensure that they have been dealt with to the satisfaction of the customer.

9.2 Internal Audit

9.2.1 Internal Audit Procedure

The Internal Audit Procedure (**Ref: QD09**) has been developed and introduced to ensure that the quality management system has internal audits scheduled and performed, and that the system is operating effectively in accordance with ISO 9001 and organisation requirements. Auditors are selected on the basis of applicable skills, impartiality and experience. Audits also ensure that planned arrangements have been completed and that the quality management system is effectively implemented and maintained.

Prepared By:	S Burn	Date: 16th Jan 2020	Revision
Authorised By:	S Convey	Date: 16th Jan 2020	A

Printed copies are uncontrolled

	Convey Bros	Date: 16th Jan 2020
	Quality Management System	Issue No. 3
Doc. No. QM	Quality Manual	Page 15 of 21

9.2.2 Internal Audit Schedule

An internal audit schedule is established and maintained (**Ref: QS02**). Every element in the Quality Management System is audited on a regular basis at a minimum of once per year. Activities are audited more frequently if there are significant changes taking place (i.e. high turnover of personnel, modified procedures and work instructions, etc.) or if there is a history of problems in that area.

Audits are carried out to a defined scope;

A). Planned: as per the internal audit plan

B). Unplanned, arising as a result of,

- Customer complaints
- Following the implementation of actions following corrective action

In planning any audit, the planning activities include determining the extent and boundaries of the audit (locations, activities, and processes), set of procedures and / or requirements to be audited against and the audit method to be used.

9.3 Management review

9.3.1 General

There is a formal quality system Management Review meeting held at least annually where all members of the management team are invited to attend. The purpose is to review information on the performance of the quality management system in order to determine if it remains:

- a) Suitable – does it fit its purpose?
- b) Adequate – is it sufficient?
- c) Effective – does it achieve the intended results?

9.3.2 Management Review Inputs

The Management Review agenda will include, but is not limited to as follows:-

- Actions from previous meetings
- Changes in external and internal issues
- Customer complaints / customer feedback (satisfaction)
- Progress on Quality Objectives
- Process performance
- Status of corrective & preventive actions
- Monitoring and measurement results
- Report on internal external audits
- Reports of supplier performance
- Training and / or resource requirements.
- Effectiveness of actions taken to address risks and opportunities (BC Plan)
- Possible opportunities for improvement
- Review the Quality Policy (annually)

Prepared By:	S Burn	Date: 16th Jan 2020	Revision
Authorised By:	S Convey	Date: 16th Jan 2020	A

Printed copies are uncontrolled

	Convey Bros	Date: 16th Jan 2020
	Quality Management System	Issue No. 3
Doc. No. QM	Quality Manual	Page 16 of 21

9.3.3 Management Review Outputs

Minutes are produced for each review meeting and will include evidence of actions / objectives set including responsibilities and timings. Progress made will also be recorded.

10 Improvement

10.1 General

Convey Bros actively seeks opportunities for improvement, as well as plans and implements actions to achieve the intended results (of the QMS) and to enhance customer satisfaction. Improvements assist in maintaining customer requirements and expectations by improving the products and services, correcting or preventing undesired effects, and improving the performance and effectiveness of the quality management system.

10.2 Nonconformity and Corrective Action

Any service found to be non-conforming will be dealt with as indicated in the Control of Non Conformances procedure (**Ref: QD12**). On-site non-conformances discovered during service provision are dealt with immediately as these would inhibit the progress of the job. The resulting corrective and / or preventive actions are reported during Thursday/Friday GN06 meeting, the information is recorded on the van plan, to prevent a recurrence.

The Control of Non Conformances Procedure (**Ref: QD12**) also includes corrective and preventative actions to ensure that any issues identified are investigated and dealt with effectively. This includes regular reviews to ensure identified issues have been resolved within acceptable timescales. Non-conformances together with corrective and (any preventive) actions are documented (**Ref: QS04**). They will also be reviewed during the Management Review meeting. Customer complaints are treated as would be defective service and will also be documented and reviewed at the Management Review meeting.

10.3 Continual Improvement

Management Review meetings are held periodically to ensure that the quality system remains suitable, is being operated effectively and to determine where changes can be made to improve the system. Regular meetings are held, relating to the status of orders and if problems have arisen. These meetings may be minuted with actions agreed and monitored. Data from the Management Review meeting will also be used to promote continual improvement.

Prepared By:	S Burn	Date: 16th Jan 2020	Revision
Authorised By:	S Convey	Date: 16th Jan 2020	A

Printed copies are uncontrolled

	Convey Bros	Date: 16th Jan 2020
	Quality Management System	Issue No. 3
Doc. No. QM	Quality Manual	Page 17 of 21

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 9001:2015 standard.

We aim to understand and are committed to satisfying all applicable statutory and regulatory requirements and the requirements of our customers, colleagues and other interested parties.

To achieve our objectives we recognising 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.

Prepared By:	S Burn	Date: 16th Jan 2020	Revision
Authorised By:	S Convey	Date: 16th Jan 2020	A

Printed copies are uncontrolled

	Convey Bros	Date: 16th Jan 2020
	Quality Management System	Issue No. 3
Doc. No. QM	Quality Manual	Page 18 of 21

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
All	Eighth protocol to ISO 9001:2008	Jan 2017	N13/A	P Convey
All	First protocol to ISO 9001:2015 Standard	Mar 2018	N01/A	S Convey
All	Second protocol to ISO 9001:2015 Standard	Jan 2019	N02/A	S Convey
All	Third protocol to ISO 9001:2015 Standard	Jan 2020	N03/A	S Convey

Distribution List

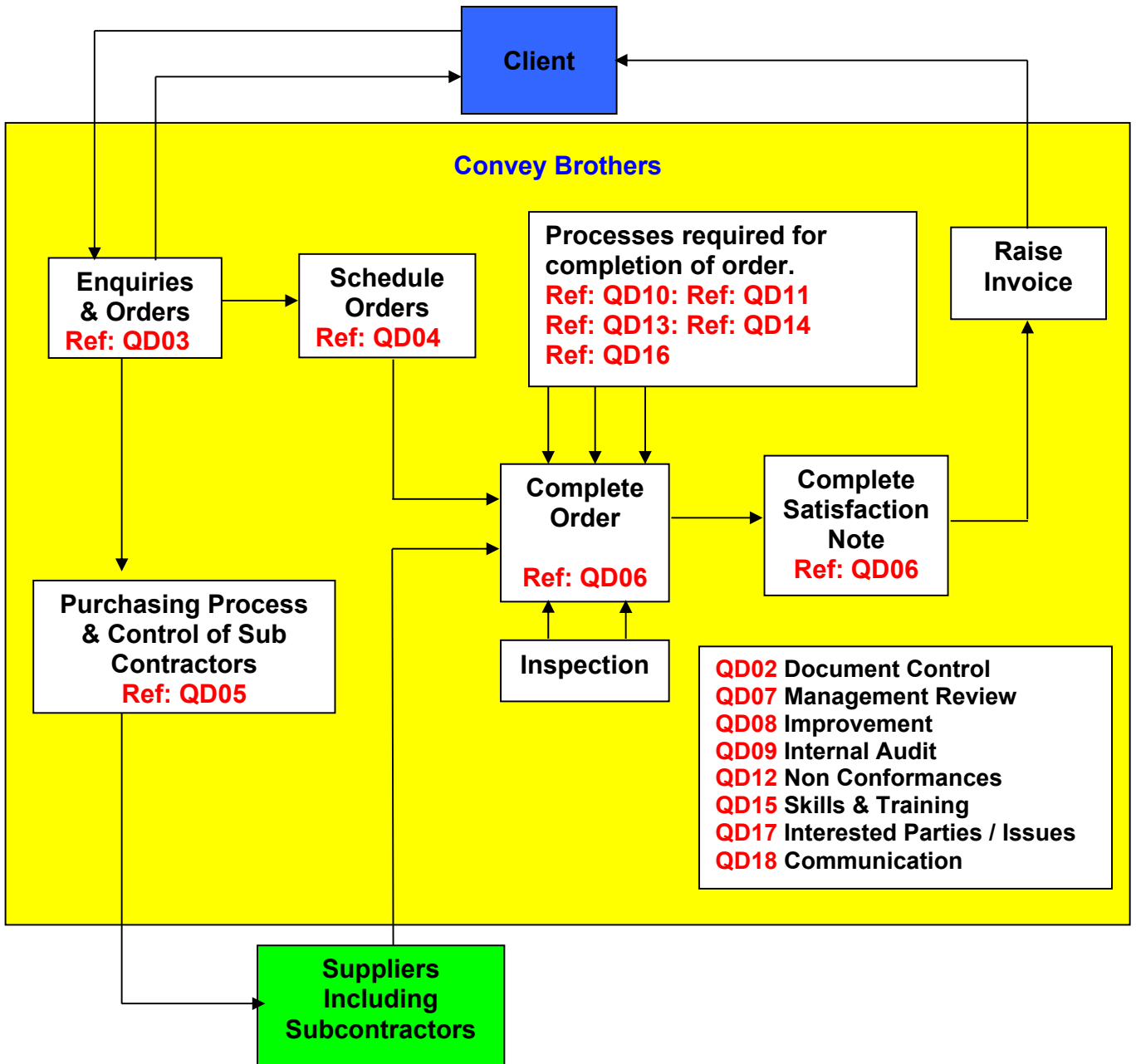
Nominated Manual Holder	No. Of Copies	Issue Number	Revision Status
Steve Burn	One	2	Revision A.

Prepared By:	S Burn	Date: 16th Jan 2020	Revision
Authorised By:	S Convey	Date: 16th Jan 2020	A

Printed copies are uncontrolled

	Convey Bros	Date: 16th Jan 2020
	Quality Management System	Issue No. 3
Doc. No. QM	Quality Manual	Page 19 of 21

Appendix 1: Process Overview QD01



Prepared By:	S Burn	Date: 16th Jan 2020	Revision
Authorised By:	S Convey	Date: 16th Jan 2020	A

Printed copies are uncontrolled

	Convey Bros	Date: 16th Jan 2020
	Quality Management System	Issue No. 3
Doc. No. QM	Quality Manual	Page 20 of 21

Appendix 2: Register of Documentation

Document Number	Title
QP	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
QD17	Internal & external issues, interested parties, process risks
QD18	Communication
QS01	Quality System Overview
QS02	Internal Audit Schedule
QS03	Internal Audit Report
QS03A	Internal Audit Checklist
QS04	Non Conformance Report
QS05	Business Objectives
QS06a	Management Review Agenda
QS06b	Management Review Minutes
GN01	Customer Feedback 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
GN14	Planning Form
GN15	Vehicle Service/MOT Record
H&SP01	Weekly Van Equipment Checklist
H&SP01a	Weekly Van Equipment Checklist Action
H&SP13	H&SP13 Approved-contractors questionnaire

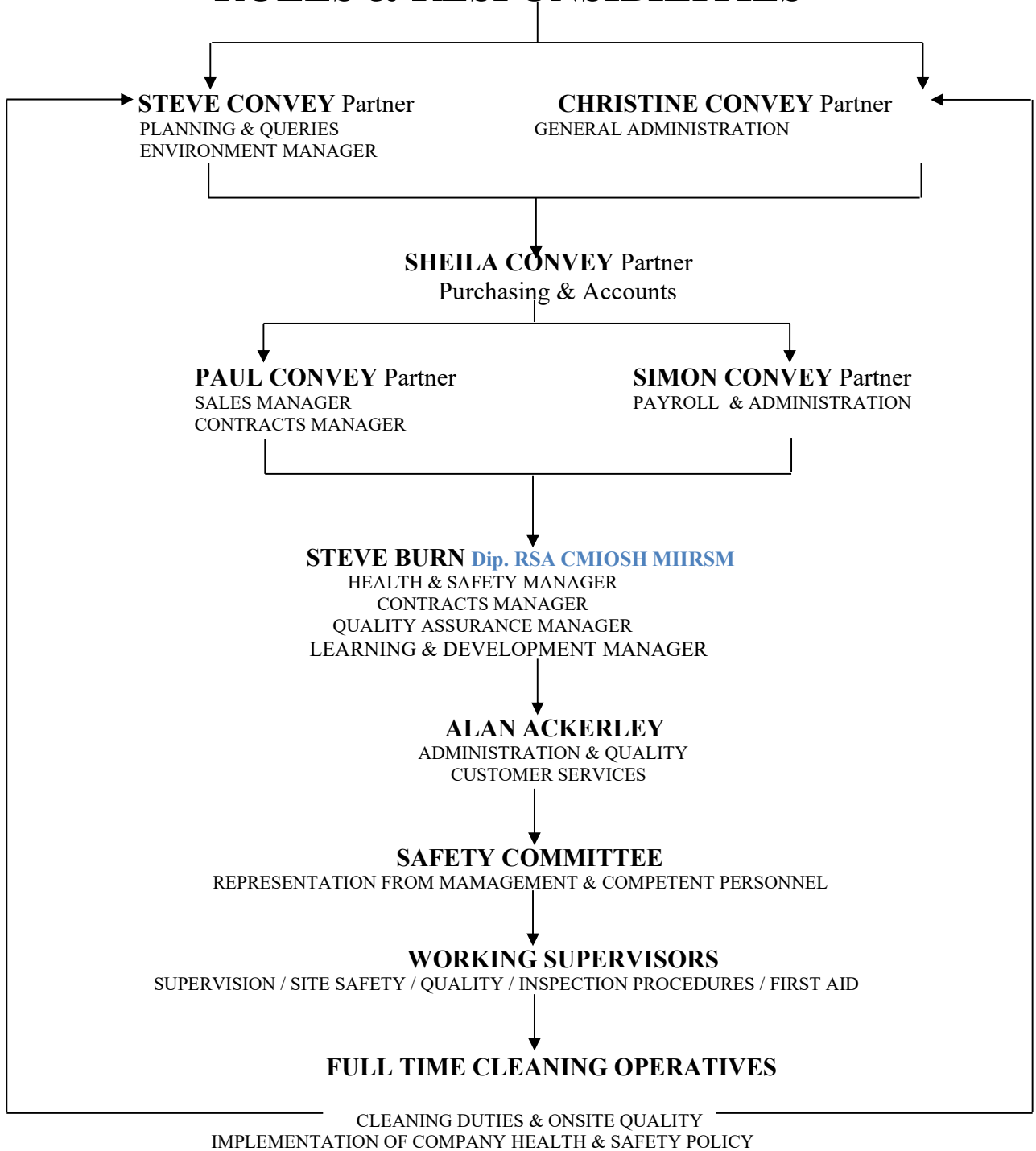
Prepared By:	S Burn	Date: 16th Jan 2020	Revision
Authorised By:	S Convey	Date: 16th Jan 2020	A

Printed copies are uncontrolled

	Convey Bros	Date: 16th Jan 2020
	Quality Management System	Issue No. 3
Doc. No. QM	Quality Manual	Page 21 of 21

Appendix 3: Company Organisation

ROLES & RESPONSIBILITIES



Prepared By:	S Burn	Date: 16th Jan 2020	Revision
Authorised By:	S Convey	Date: 16th Jan 2020	A

Printed copies are uncontrolled