



Building & Maintenance Contractors Ltd

QUALITY MANAGEMENT MANUAL



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Document Control

Issue No	Details	Date
1	Final version of manual approved by Managing Director	Oct 2011
2	Revised version of manual approved by Managing Director	April 2013
3	Revised version of manual approved by Managing Director	April 2015





1.0 Introduction

1.1 Organisation Description

ABC Building Ltd is a privately owned company providing the service of general building and maintenance, gas fitting and maintenance, electrical contracting and general decorating at various sites throughout the United Kingdom

1.2 Scope of Certification

ABC Building Ltd meets the requirements of ISO 9001: 2008 for the following scope:  General Building and Site Maintenance inclusive of Gas and Electrical Services 

1.3 Third Party Certification

Conformance to ISO 9001: 2008 is currently being sought

2.0 Responsibilities

2.1 Office Based Personnel

The following personnel are based within the head office

2.1.1 Managing Director

The Managing Director is responsible for ensuring that the strategy and organisation of ABC Building Ltd is defined and implemented to ensure delivery its service requirements. He will also ensure that day-to-day activities are well managed and that the requirements of the Quality Management Manual are fully implemented.

2.1.2 Contracts & General Manager

The Contracts & General Manager will deputise for the Managing Director in his absence and is responsible for the day-to-day control of current contracts and general administration

2.1.3 Site Supervisor

The Site Supervisor is responsible for compliance with current legislation regarding the company's sitework activities including where applicable liaison with local authorities, utilities etc

2.1.4 Quality Representative

The Quality Representative is responsible to the Managing Director for the operation of the Quality Management System including auditing, non-conformances and meetings

2.1.5 Accounts & Administration

The Officer Manager is responsible to the Managing Director for the operation of Accounts and general Administration

2.2 Site Based Personnel

The following personnel are based on site

2.2.1 Site Supervisors

The Site Supervisors are responsible to the General Manager for the safe conduct of the company core business on site, including Health and Safety, site surveys, liaison with client site staff, liaison with local authority, utility and statutory personnel and public safety

2.2.2 Storeman

The Storeman is responsible to the General Manager for the storage and issue of plant, tools and consumables to gangs as required

3.0 Business Processes

3.1 Description

The quality management system is documented within this Quality Management Manual. The service delivery process is defined in Appendix D. The Management Procedures are listed in Appendix E. The operation of the management system will be supplemented whenever a requirement is determined by additional management procedures. This manual shows the relationship between the Quality Management System and BS EN ISO 9001. (Section 4.0 of this manual corresponds to ISO 9001: 2008 Section 4).

3.2 Implementation and Maintenance

It is recognised that documenting the management system is only the first step towards fully implementing its requirements. For this reason the Quality Representative will brief all new and existing personnel on the requirements of the Management Systems to ensure full compliance. The effectiveness of the implementation is measured through on-going internal audits of the management system. Where implementation is deemed inadequate then steps are taken to resolve the situation in a timely manner. The management system as a whole will be reviewed during regular management review meetings where the completeness and effectiveness of the system and any steps necessary to improve it are discussed and actioned. Whenever the management system is changed the Quality Representative will make all relevant personnel aware of the new or revised systems and monitor them to ensure that they are implemented effectively.

4.0 Quality Management System

4.1 General Requirement

ABC Building Ltd has established this Quality Management Manual and integrated procedures and forms to enable the implementation of the quality management system to meet the requirements of ISO 9001: 2008. As an organisation the following steps have been taken to ensure compliance:

- a) Identified the processes that are necessary for the business to provide its products and services to its clients from initial enquiry to final completion and handover in the form of an overall business flowchart. (Appendix D).
- b) The sequence and interaction of these processes is defined in the business flowchart in order for the company personnel to better understand its operations when satisfying client needs.

- c) The operations identified within the business flowchart have been carefully documented as procedures, where appropriate, to enable them to be controlled and effective.
- d) Personnel have defined responsibilities for these operations together with controls to enable monitoring of the processes either during review or in process.
- e) Wherever possible care is taken to ensure that processes are carried out carefully and checked for conformance either through inspection or internal audit activities.
- f) Various ancillary processes such as internal audit, checking and management review are established to ensure that the required outcome is obtained as well as providing a basis for continual improvement of the system and its application.

Whenever ABC Building Ltd determines that it will be beneficial to outsource operations that affects its products and services it will ensure that the subcontracting organisation exercises proper control and are subject to monitoring and review.

4.2 Documentation Requirements

4.2.1 General

ABC Building Ltd recognises that for the management system to be effective it must have appropriate documentation to manage and support its operations. The following documentation is identified as supporting this:

- a) The ABC Building Ltd Quality Policy is documented and contained within Appendix B of this Quality Management Manual. The quality objectives are referenced in its Management Review meeting minutes.
- b) This Quality Management Manual forms the basis and references the whole management system
- c) The documented procedures are referenced in Appendix E of this manual and are issued on a controlled basis, where necessary
- d) Other documents that are needed to support the operation of the processes are utilised and maintained as evidence of compliance
- e) Where records are required by ISO 9001:2008 these are specifically indicated within the management procedures

4.2.2 Quality Management Manual

This quality management manual defines the strategy for quality management and is the quality manual as required by ISO 9001: 2008.

The management manual defines the following:

- a) The scope of the quality management system is defined in section 1.2

- b) The management procedures are listed in Appendix E of this management manual
- c) The processes necessary to achieve customer satisfaction are defined in the business process flowchart contained in Appendix D

4.2.3 Control of Documents

Documents that are necessary to maintain the operations of the business and to ensure implementation of the management systems are controlled to ensure that they are current and available where required. The following document control procedures define the minimum level of control necessary to achieve customer requirements.



Item	Procedure	Responsible
1	The following documents which are sent to customers will be reviewed prior to issue; except in the case of emails which will be reviewed and sent under the direct control of the sender. · Letter of correspondence (signed) · Quotations (signed) · Invoices	Managing Director / Author
2	The Quality Management Manual identifies the processes that must be undertaken and this is approved by signature prior to issue.	Managing Director
3	Where necessary documents that are issued will be reviewed, updated and re-approved at any subsequent revision at reasonable intervals to ensure that they continue to reflect current requirements.	Managing Director / Author
4	The page number of documents will be stated using the format of Page X of Y. e.g. Page 2 of 4 etc.	
5	The revision and / or date of each issue of a document will be identified to indicate at what point it was created or amended.	Author
6	To ensure that documents are issued in a controlled manner they shall either be accompanied by a transmittal note or covering letter indicating the documents included (and their revision status where appropriate).	Managing Director / Author
7	External documents will be identifiable as such and their distribution controlled to ensure that all relevant personnel are made aware of their availability and any revisions to them.	Managing Director
8	It will be ensured that all documentation is of a known status either by a revision or date. In particular documents that are draft, preliminary, unapproved or superseded will be marked as such to avoid misuse.	Document Holder
9	All technical data is controlled for currency and reviewed prior to issue to ensure it is the correct version.	Managing Director
10	Instructions to modify web pages will be clearly specified and passed to the Webmaster for publishing.	Managing Director

4.2.4 Control of Records

The establishment, maintenance and availability of records are described within the following procedure.

Item	Procedure	Responsible
1	All records will be identified by one or more of the following criteria: <ul style="list-style-type: none"> · Date · Contract Number · Enquiry Number · Purchase Order Number · Client's Reference Number 	Managing Director/ Author
2	The company's electronic documentation is backed up a minimum of every two months. Hardcopy documentation is maintained within filing cabinets for a minimum of 3 years prior to archive filing.	Managing Director
3	Documents involving financial details will be maintained for a minimum of 7 years or other period as may be set by HMRC	Managing Director
4	The following will be kept as records that the company has fulfilled the requirements of its processes and customers: <ul style="list-style-type: none"> · All enquiry documents · All proposals and fee documents · All construction etc drawings · Records of tests · Customer Correspondence File · The Company Correspondence · Internal Audit Records (6 years) · Non-conformance Records (6 years) · Corrective Action Records (6 years) · Management Review Meeting minutes (6 years) · All other records required by the contract or customer (20 Years or later if required by customer) <p>Note: Archives will be maintained for a period which will exceed all warranty and liability periods. Specific periods are within parenthesis above).</p>	Managing Director

Item	Procedure	Responsible
5	<p>The records will be stored once the contracts are completed. It will be ensured that the documents are maintained to ensure:</p> <ul style="list-style-type: none"> · They remain legible and are protected from damage · That they are not disposed of prior to the end of their archive period. · Records are not destroyed without permission 	Managing Director

5.0 Management Responsibility

5.1 Management Commitment

The Managing Director has defined and specified requirements within the quality policy and made clear the importance of meeting statutory requirements as well as those specific to the customers.

The Management Representative (as required by ISO 9001) is the Managing Director who ensures regular management reviews of the quality system are undertaken to ensure that sufficient resources are available and that quality objectives are set in order that continual improvement can be achieved.

5.2 Customer Focus

ABC Building Ltd are committed to ensuring that they are fully aware of client's requirements and that improving its quality management systems is a means of enhancing customer satisfaction.

5.3 Quality Policy

The quality policy defined by the Managing Director commits ABC Building Ltd to ensuring that it meets customer requirements and seeks to continually improve its service. The quality policy also provides a framework for setting and meeting quality objectives for progress.

The quality policy is reviewed at the management review meeting.

5.4 Planning

5.4.1 Quality Objectives

The Managing Director sets out quality objectives in line with the quality policy at the management review meeting and appoints actions, looks for measures of success and reviews progress.

5.4.2 Quality Management Systems Planning

The Managing Director is instrumental in the development and operation of the systems and ensures that the systems are used to meet customer needs. All personnel will be made aware of systems changes once they have been approved and review of operations will be undertaken to ensure that all new processes are effective.

5.5 Responsibility, Authority and Communication

5.5.1 Responsibility and Authority

Responsibilities are defined in this manual and procedures but in all circumstances personnel will be made aware of their responsibilities for successful completion of the processes by the Managing Director.

5.5.2 Management Representative

The Managing Director has designated a person to take responsibility for the management system. He will ensure that the processes necessary for the system are established, implemented and maintained. He will report progress and other issues of performance at the management review meeting. The Managing Director will ensure that he is aware of customer requirements and ensure that they are promoted to all personnel.

5.5.3 Internal Communication

The Managing Director will ensure that all personnel are made aware of factors impacting on the quality management systems.

5.6 Management Review

Management review meetings are undertaken to the requirements of ISO 9001: 2008 and all pertinent aspects are reviewed and actions taken as required. The meeting is undertaken at least annually in accordance with the agenda outlined in Appendix F.1. The meeting is attended by the Managing Director and any other interested parties. The management review meeting is used as the pivotal means of ensuring that its systems are fully implemented and effective.

6.0 Resources

6.1 Provision of Resources

The resources necessary to undertake the works required by customers are mainly from in-house personnel and equipment but additional outsourced contracts will be placed as required to meet customer needs.

6.2 Human Resources

6.2.1 General

The training, competence and experience of all personnel are reviewed to ensure that they are able to meet the contract requirements for general and specific tasks associated with the work. Hardcopies of training certificates are held by the Managing Director.

6.2.2 Competence, Awareness and Training

The Managing Director ensures that only personnel with the suitable qualification and experience are employed on work tasks. He will take action to ensure that training requirements are met and that the effectiveness of training to meet requirements is monitored. All personnel are appraised with respect to competence. The Managing Director will keep personnel fully aware of the importance of having the necessary training and experience and how they can work effectively to meet quality objectives. It is ensured that records of training, education, qualification and experience are maintained.

6.3 Infrastructure

The infrastructure necessary to manage the business is provided within a normal office environment. Additional infrastructure resources are provided and maintained by outsourced suppliers for logistics and installation as required.

6.4 Work Environment

The environmental conditions being worked are monitored by the General Manager and Site Supervisors to ensure that work is only undertaken when appropriate conditions exist. These include being suitable to meet the quality, safety, health and environmental requirements.

7.0 Product Realisation

7.1 Planning of Product Realisation

The relevant technical information necessary to complete the job is contained / referenced within the Quotation. Additional technical information is held by the company in the form of technical datasheets and sitework specifications. For each new enquiry and order the ability of the company to fulfil requirements is reviewed.

7.2 Customer Related Processes

7.2.1 Determination of Requirements Related to the Product

Prior to accepting an order the customers' requirements are defined and understood together with all relevant legal and regulatory requirements.

7.2.2 Review of Requirements Related to the Product

The defined requirements relating to the contract are reviewed ensure completeness prior to commencement of supply.

7.2.3 Customer Communication

The Managing Director is available for all communication with the client.

7.3 Design and Development

No design work is undertaken by ABC Building Ltd. Technical requirements may be provided by suppliers who also issue updates to technical requirements as and when necessary to ensure that work can be completed to specification.

7.4 Purchasing

7.4.1 Purchasing process

ABC Building Ltd makes out a Purchase Order for suppliers to provide goods and services. All suppliers are approved for prior to an order being placed. Suppliers are reviewed for ability to meet the specified requirements of an order. In the case of suppliers providing labour detailed reviews are undertaken to ensure that they are competent. The performance of suppliers is reviewed and reported on based upon feedback from users and any non-conformances detected. Immediate action may be taken to cease procurement if evidence is available to suggest that a supplier is unable to meet requirements. Performance will be discussed at the management review meeting.

7.4.2 Purchasing Information

When specifying procurement requirements, there is clear and unambiguous documentation defining the supply requirements. It is ensured that purchasing documents define the supply requirements and are authorised prior to issuing.

7.4.3 Verification of Purchased Product

Supplier's products are obtained from reliable suppliers to assure quality. Sub contract services will always be reviewed and where appropriate and materials inspected to ensure that they meet requirements specified in the purchasing documentation.

7.5 Production and Service Provision

7.5.1 Control of production and service provision

To enable successful completion of work, the Managing Director will ensure necessary resources are made available.

7.5.2 Validation of processes for production and services

The Managing Director continually monitors processes to ensure that they are suitable for meeting the desired outcome.

7.5.3 Identification and traceability

Documentation is maintained to ensure that supplies are traceable to the purchasing documentation in case of a corrective action being required.

7.5.4 Customer property

Where ABC Building Ltd are required to handle a customer's property it will be moved, stored and protected in accordance with good practice. This will include electronic data and intellectual property

7.5.5 Preservation of product

All works that the ABC Building Ltd is responsible for during its operations are protected in order to preserve the quality of the works until handover.

7.6 Control of Monitoring and Measuring Devices

ABC Building Ltd record and maintain registers of calibrated equipments to ensure that it is not inadvertently used out of calibration and that a suitable calibration certificate exists for all equipment in use.

8.0 Measurement, Analysis and Improvement

8.1 General

ABC Building Ltd monitors and measures the effectiveness of its management systems through internal audit to ensure that the systems are competently implemented. Other operational monitoring is taken to ensure that the services are undertaken to a satisfactory quality.

8.2 Monitoring and Measurement

8.2.1 Customer satisfaction

A quality assessment of product and service is undertaken by ABC using the Customer Satisfaction Questionnaire (Appendix F.5). Surveys are based upon 100 % sampling of customers. Results of customer satisfaction surveys are reported at the management review meeting.

8.2.2 Internal audit

An internal audit programme is devised on an annual basis ensuring that all parts of the management systems are reviewed to ensure that they continue to meet the requirements of ISO 9001: 2008. The internal audits are undertaken by appropriately trained and / or experienced auditors.

Item	Procedure	Responsible
1	An internal audit will be undertaken once per year and cover all the aspects of ISO 9001: 2008 as defined by the contents of this Quality Management Manual. Note: Additional auditing will be undertaken where decided upon during management review.	Managing Director
2	Internal audits will ensure that all statements of the Quality Management Manual are investigated for conformance in practice and all discrepancies found will be documented on a Non-conformance Report form and processed in accordance with the Non-conformance process.	Internal Auditor
3	An Audit Report Form will be completed to summarise the audit findings; showing what was and was not adhered to. Areas for improvement will be noted and discussed with and copied to the Managing Director.	Internal Auditor
4	A copy of all Audit Reports will be maintained for information and the latest reviewed during the Management Review meeting.	Managing Director

8.2.3 Monitoring and measurement of processes

All processes are monitored for adequacy and effectiveness during the internal audit programme.

8.2.4 Monitoring and measurement of product

The standard and quality of the products and services provided are reviewed or inspected during all stages of product realisation.

8.3 Control of Nonconforming Product

All significant non-conformances are reported to management for completion of a Non-conformance Report (Appendix F.2). The following procedure outlines the process.

Item	Procedure	Responsible
1	Whenever a problem is uncovered (including a complaint and any other issue found during internal auditing) or a deviation for the established practice it will be recorded on a Non-conformance Form and retained for processing.	All Personnel
2	Note: If desired a proposed corrective action may be added to the form	Managing Director
3	Remedial action to resolve the immediate problem will be taken, where necessary, to meet customer requirements and any product that is still non-conforming will be identified and it will be ensured that it cannot be released.	
4	The non-conformance will be processed in accordance with the Corrective Action procedure	Managing Director
5	All Non-conformance Reports will be actioned in a timely manner	Managing Director
6	A file of Non-conformances will be maintained that will identify their status indicating which are overdue. Those that are overdue will be progressed with the relevant person.	Managing Director

8.4 Analysis of data

The Managing Director reviews performance in all areas at the management review meeting to ensure that it is able to take account of information that can assist in taking more effective decisions and where required corrective and preventive action. Additional analysis will be undertaken where the trends may be useful for identifying improvement activities.

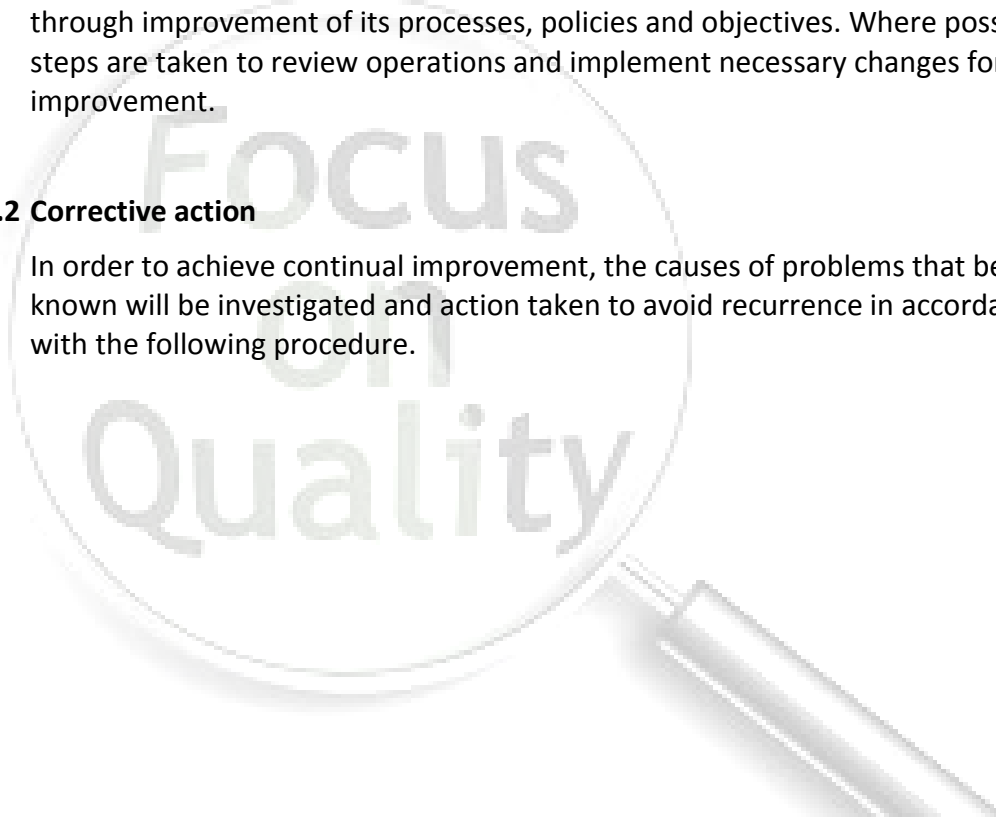
8.5 Improvement

8.5.1 Continual improvement

ABC Building Ltd is continually striving to achieve improvements to its business through improvement of its processes, policies and objectives. Where possible steps are taken to review operations and implement necessary changes for improvement.

8.5.2 Corrective action

In order to achieve continual improvement, the causes of problems that become known will be investigated and action taken to avoid recurrence in accordance with the following procedure.



Item	Procedure	Responsible
	Note: As previously described within the non-conformance procedure all non-conformance requiring corrective action will be recorded on a Nonconformance Report form.	Managing Director
1	Each Non-conformance Report form will be reviewed and an appropriate corrective action will be added to the form in close liaison with the relevant parties.	
2	A copy of the agreed Corrective Action (within the non-conformance form) will be passed to those responsible for the corrective action.	Managing Director
3	The corrective action will be dealt with within the agreed timescale.	Managing Director
4	At a suitable time (not later than the next internal audit of that area) the corrective will be reviewed to ensure that it was effective.	Managing Director
5	When a corrective action is found to be ineffective then the corrective action will be re-examined and alternative action taken until the corrective action is successful.	Managing Director
6	When a corrective action is found to be effective the Corrective Action will be signed off and permanently filed.	Managing Director

8.5.3 Preventive action

ABC Building Ltd understands that it is preferable and more effective to prevent problems occurring. Acting in a proactive way is preferable to acting reactively. The Managing Director in consultation with other parties will therefore take opportunities to reflect on situations and take preventive action wherever possible.

Item	Procedure	Responsible
1	<p>Note: Preventive action is action that is taken to avoid the occurrence of a problem (as opposed to corrective action which an action is taken to prevent the reoccurrence of a problem).</p> <p>Opportunities to identify preventive action will occur in the following:</p> <ul style="list-style-type: none"> · Management Meetings · Staff Briefing and feedback sessions · At Management Review Meetings · During normal working 	Managing Director
2	Record of the preventive actions identified, acted upon and reviewed will be maintained during the Management Review Meetings.	Managing Director



Appendix A - Definitions

"the Standard"	BS EN ISO 9001: 2008 Quality management systems- Requirements
"management system"	The defined methods, practices and organisation to meet the requirements of the Client. The term Quality Management System is synonymous.
"management manual"	"management manual" The documented quality system. The documented procedures may be a separate section.
"management procedures"	"management procedures" The procedures documenting the quality systems.
"controlled copy"	"controlled copy" The issue of a document that will be updated whenever it is revised.
"controlled issue".	"controlled issue" The issue of a document where proof of receipt is sought from the recipient.

Note: The words "shall", "must" and "will" denote a mandatory requirement and "should" denotes a recommendation. The word "may" denotes permission and is neither a recommendation nor a requirement.

Appendix B - Quality Policy

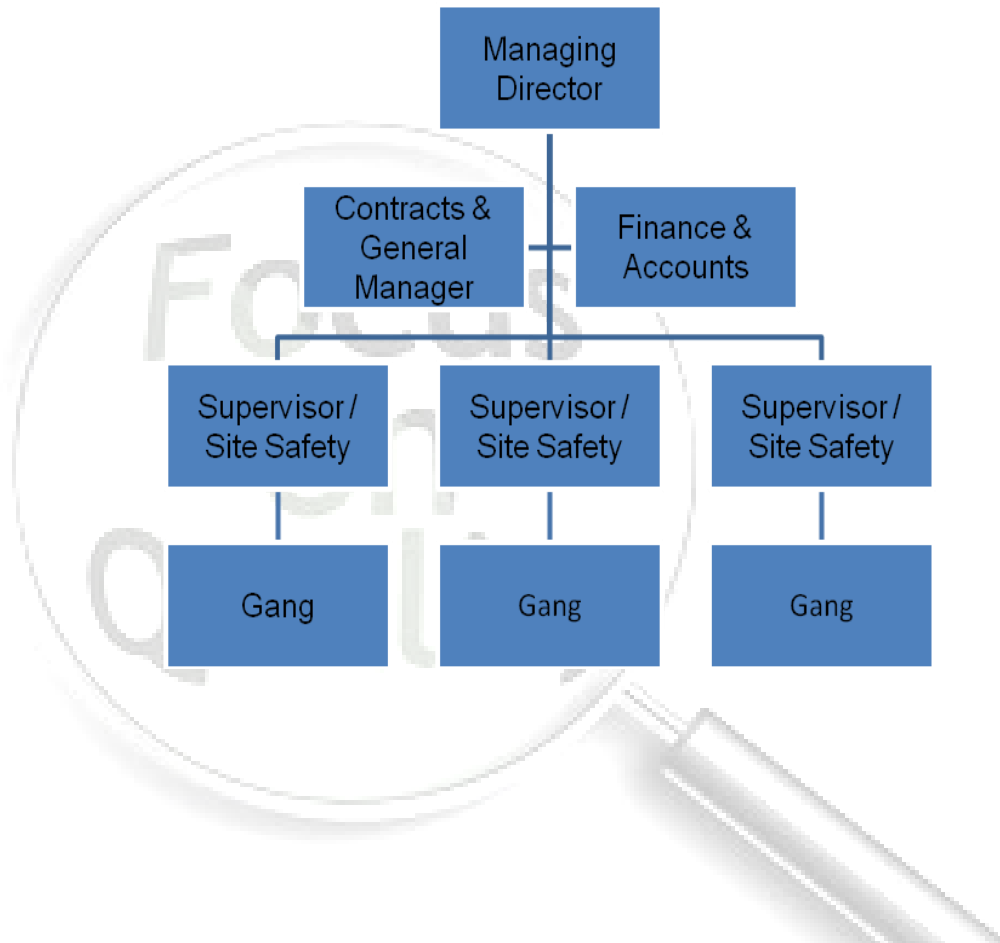
ABC Building Ltd objective is to provide a range of value added products and services in the specialist field of excavation, cable laying, and associated activities. ABC Building Ltd covers an extensive range of applications in all relevant market sectors, where the nature of these activities places particular emphasis on experience, expertise, capability, safety, reliability and quality. The ability of ABC Building Ltd to continue to provide an extremely high standard of service for all their customers, ensuring timely deliveries, competitive pricing and a consistently high quality of service will be assured in establishing, meeting and maintaining the requirements of the ISO9001:2008 Quality System. As Managing Director of this operation, I am ultimately responsible for the quality of all our services. It is also essential within the requirements of ISO9001:2008 that when performing our individual tasks and daily responsibilities, all employees act in accordance with the requirements of this Quality System, ensuring we maintain our high standards and accountability and continually improve the company operations and services. This Policy Statement shall be communicated as part of the induction process for new employees and promulgated throughout the Company to demonstrate our commitment.

Signed

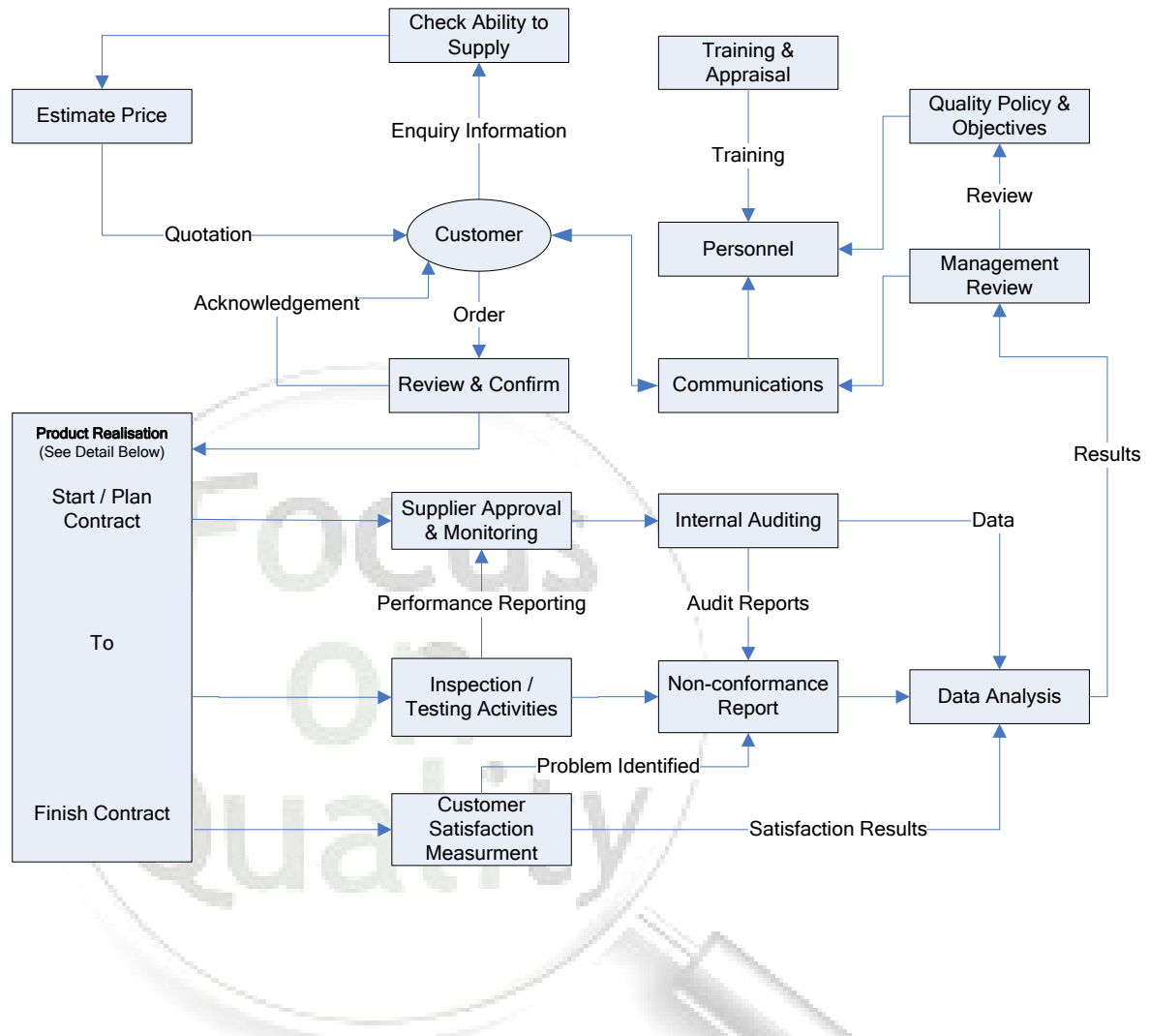


5th April 2015

Appendix C - Organisation Chart



Appendix D - Business Process Flowchart



Product Realisation Steps (Operational Processes)

1. Plan Work
2. Agree with Client
3. Produce Site Plan
4. Purchases
5. Site Supervision
6. Complete Work

Appendix E - Index of Management Procedures

Title	Reference
<u>ISO 9001: Mandatory Procedures</u>	
Document Control	Section 4.2.3
Control of Records	Section 4.2.4
Internal Auditing	Section 8.2.2
Control of Non-conformance	Section 8.3
Corrective Action	Section 8.5.2
Preventive Action	Section 8.5.3
<u>Operational Procedures</u>	
Contract Review	OP1
Document and Data Control	OP2
Purchasing	OP3
Non-Conformance	OP4
Corrective & Preventive Action	OP5
Site Procedures	OP6
Maintenance	OP7
Administration	OP8
Calibration	OP9
Training	OP10

Appendix F1 - Management Review Meeting

Attendance:				Date:
Item	Agenda Item			Action by
1	Actions from previous meeting			
	1.1 "Discuss and detail progress and closure of actions from the previous meeting"			
2	Internal audit results			
2.1	"Discuss the results for the internal audits that you have undertaken during the previous period. Show analysis of results where possible"			
3	Customer complaints			
3.1	"Discuss customer complaints and actions taken and to be taken. Show analysis where possible."			
4	Company Performance (Client Satisfaction)			
4.1	4.1 "Discuss the results of the customer satisfaction surveys. Show analysis where possible."			
5	Trends in Non-conformances			
5.1	"Discuss what has gone wrong and show analysis of results and any actions required."			
6	Company Training Requirements			
6.1	6.1 "Unless dealt with elsewhere consider discussing any training requirements for the organisation's personnel"			
7	Approved Suppliers / Contractors			
7.1	"Show review of data pertaining to suppliers (unless adequately covered elsewhere)"			
8	Preventive Actions / Suggestions			
8.1	8.1 "Discuss and record what steps have been and will be taken to avoid the occurrence of any problems that are likely to rise."			
9	Review and Set Company Quality Objectives			
9.1	Overall Objective	Specific Action	Target Date / Measure of completion Action	

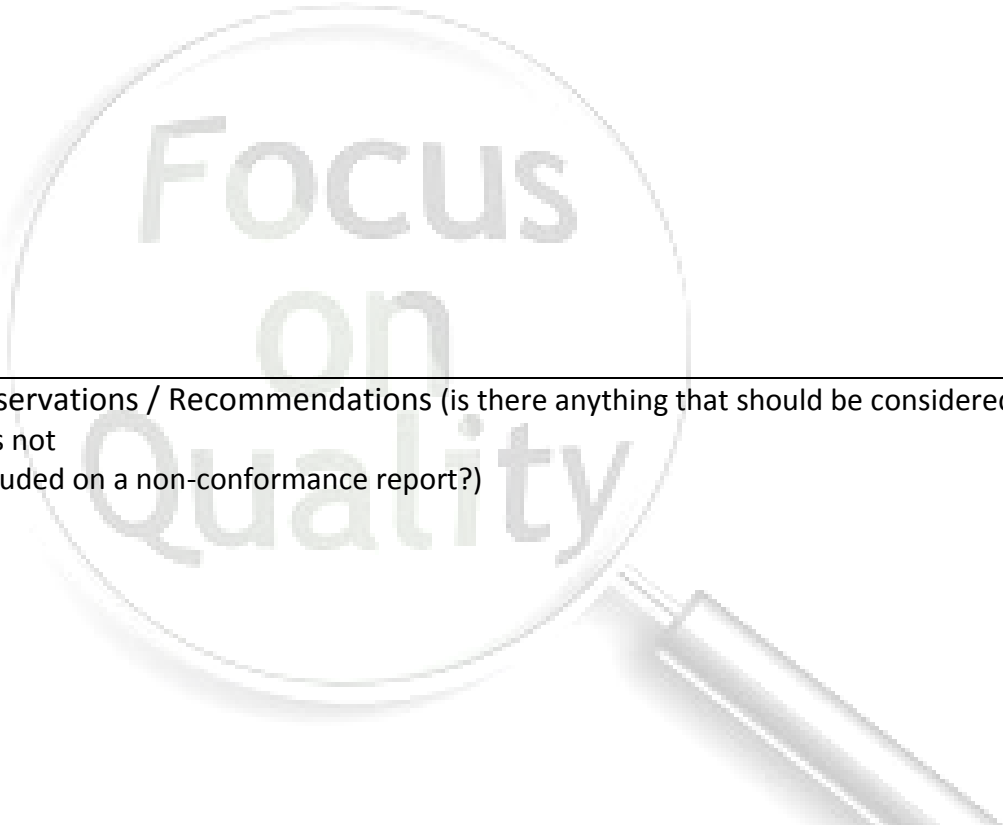
Item	Agenda Item	Action by
10	The applicability of the Quality Policy	
10.1	"Is the quality policy still adequate state if it is or propose changes as	
11	Resources	
11.1	"Discuss resources and decide whether any changes need to be made to the resource levels currently in place."	
12	Next Meeting	DD/MM/YY
Record and retain the Management Review Minutes		



Appendix F2 - Non-conformance Report

NCR No. :	Date:	Audit No. : (where relevant)
<p>Description of Non-conformance</p> <p>Raised due to : (delete not applicable) Internal Audit / Customer Complaint / Normal Working</p>		
<p>Reported by :</p>		
<p>Remedial Action (fix immediate problem)</p>		
<p>Action by : To be completed by : (date)</p>		
<p>Action to Prevent Recurrence (the corrective action)</p>		
Action by :	To be completed by :	(date)
<p>Corrective Action Completed</p> <p>Managing Director (signed) (date)</p>		

Appendix F3 - Audit Report

Audit No. :	Date :	No. of Non-conformances raised :
Scope of Audit (what was audited):		
Auditor (who did the audit) :		
Auditees (who was audited):		
Summary of Audit Findings (what was discovered during the audit)		
		
Observations / Recommendations (is there anything that should be considered that was not included on a non-conformance report?)		
Audit Completion		
Auditor	Signed	Date

Appendix F4 - Supplier Evaluation Questionnaire

Name of Company			
Address			
Contact			
Tel:		Fax:	

The above company should be considered for inclusion within the Approved Suppliers List after consideration of the following information:

A	Product / Service to be supplied:		
ITEM	CONSIDERATION	YES	NO
B	I have had recent experience of the company's ability in respect of the company's requirements. Detail below:		
C	They have been recommended to me by a reliable source with first hand experience or references. Detail references below:		
D	They have certification to BS EN ISO 9001 for the services included in "A" above (attached copy of certification and scope). Detail below:		
E	Our client has nominated the company. (The client should be informed if the company have any reservations and note your intended controls to ensure quality is maintained if B, C, D, F or G do not apply). Detail below:		
F	There is no other source available to me / or B, C, D or E above do not apply. (Include notes of intended controls to ensure supplier performs to required standard). Detail below:		
G	The company's management system has been assessed by the Quality Manager and approved. Detail below:		

Detail additional control required of supplier (Add details to reverse or separate sheet)

Copy of any relevant insurance (required YES..... NO.....)

Managing Director

Accepted / Declined

Date:



Appendix F5 - Customer Satisfaction Questionnaire

ABC Building Ltd
Unit 6
Broadmarsh Innovation Centre
Havant PO9 1SH

Dear customer,

We apologise for troubling you but we are concerned to ensure that we can raise our own awareness of our customer's perception of the service we supply. We intend to use your response to improve our management systems and our service to you.

Please complete the form below and return to us for review and action as necessary.

Criteria	Quality Rating				
	+2	+1	0	-1	-2
Overall Performance					
Value for Money					
Quality					
Delivery / Programme					
Health & Safety Awareness					
Scoring Key					
+2 = Totally Satisfied		0 = Neither satisfied or dissatisfied		-1 = Dissatisfied	
+1 = Satisfied				-2 = Totally Dissatisfied	
Remarks (How can we improve our service to you?)					
Would you like us to contact you and discuss any concerns you may have?	YES £	NO £	(Please tick)		
Completed By:	Date				
Please return by Fax to: 02394 449614 or mail to the address above					
CUSTOMER SATISFACTION QUESTIONNAIRE ISO 9001			From: Company Name / Address		

Thank you for your feedback & continued support