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Quality Assurance System Manual

Spectrum Safety Limited

BS EN ISO 9001: 2015

Document	MP01 Quality Manual	 Consider it done. 
Version	8	
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Date of Version	16.05.2022	

Contents

Records of Amendments 4

1.0 Introduction 5

2.0 Overview 5

 3.0 Organisation Chart 5

Quality Policy Statement 6

 3.1 References 7

4.0 Context of the Organisation 7

Spectrum Safety Ltd QMS and its processes 7

4.1 / 4.2 Understanding the organisation and its context 7

4.3 Determining the Scope of the Quality Management System 7

 4.3.1 Justification for non-applicability 7

 4.3.2 Boundaries of Applicability 7

4.4 Outsourced processes 8

5.0 Leadership 9

5.1 Leadership and Commitment 9

 5.1.2 Customer Focus 9

5.2. Quality Policy 9

 5.2.1 Establishing the Quality Policy 9

 5.2.2 Communicating Quality Policy 9

5.3 Organisational Roles, Responsibilities and Authorities 9

6.0 Planning 10

6.1.1 Managing Risk and Opportunities 10

6.2 Quality Objectives 10

6.3 Planning Changes to the QMS 11

7.0 Support 12

7.1 Resources 12

 7.1.1 General 12

 7.1.2 People 12

 7.1.3 Infrastructure 12

 7.1.4 Environment for the operation of processes 13

 7.1.5 Monitoring and Measuring Resources 13

 7.1.6 Organisational Knowledge 13

7.2 Competence 13

7.3 Awareness 13

Document	MP01 Quality Manual	spectrum safe+y Consider it done. 
Version	8	
Author	Alister Constantine	
Date of Version	16.05.2022	

7.4 Communication	13
Management Team	14
7.5 Documented Information	15
8.0 Operation.....	16
8.1 Operational Planning	16
8.2 Requirements for Products and Services	16
8.3 Design and Development of Products and Services.....	16
8.4 Control of externally provided processes, products and services	16
8.5 Product and Service Provision	17
8.5.1 Control of Production and Service Provision	17
8.5.2 Identification and Traceability.....	17
8.5.4 Preservation	17
8.5.5 Post Delivery Activities	17
8.5.6 Control of Changes	17
8.6 Release of Products and Services	18
8.7 Control of Non-Conforming Products	18
9.0 Performance Evaluation	19
9.1 Monitoring, Measurement, Analysis and Evaluation	19
9.2 Internal Audit.....	19
9.3 Management Review.....	20
10. Improvement.....	21
10.1 Non-conformity and Corrective Action	21
Appendix 3 Business flow chart with clause references	22

Document	MP01 Quality Manual	 Consider it done. <input checked="" type="checkbox"/>
Version	8	
Author	Alistar Constantine	
Date of Version	16.05.2022	

Records of Amendments

Issue	Rev	Document Title	Detail of Amendment	Initial	Date	Change Comm.
01.12.2020	6	Quality Manual	Addition of two Warehouse Managers.	SK	01.12.2020	Yes
09.04.2021	7	Quality Manual	Expand clause details including boundaries of applicability.	SK	09.04.2021	Yes
16.05.2022	8	Quality Manual	Add WhatsApp as a process of communication.	SK	16.05.2022	Yes

Document	MP01 Quality Manual	 Consider it done. <input checked="" type="checkbox"/>
Version	8	
Author	Alistair Constantine	
Date of Version	16.05.2022	

1.0 Introduction

This manual has been prepared as a means of demonstrating our commitment to the requirements of BS EN ISO: 9001: 2015 Quality Management System. The benefit to Spectrum Safety Ltd. in implementing a Quality Management System is to maintain comprehensive management controls that seek to act on opportunities and minimise applicable risks to the quality of service and products offered by the company, its employees or customers.

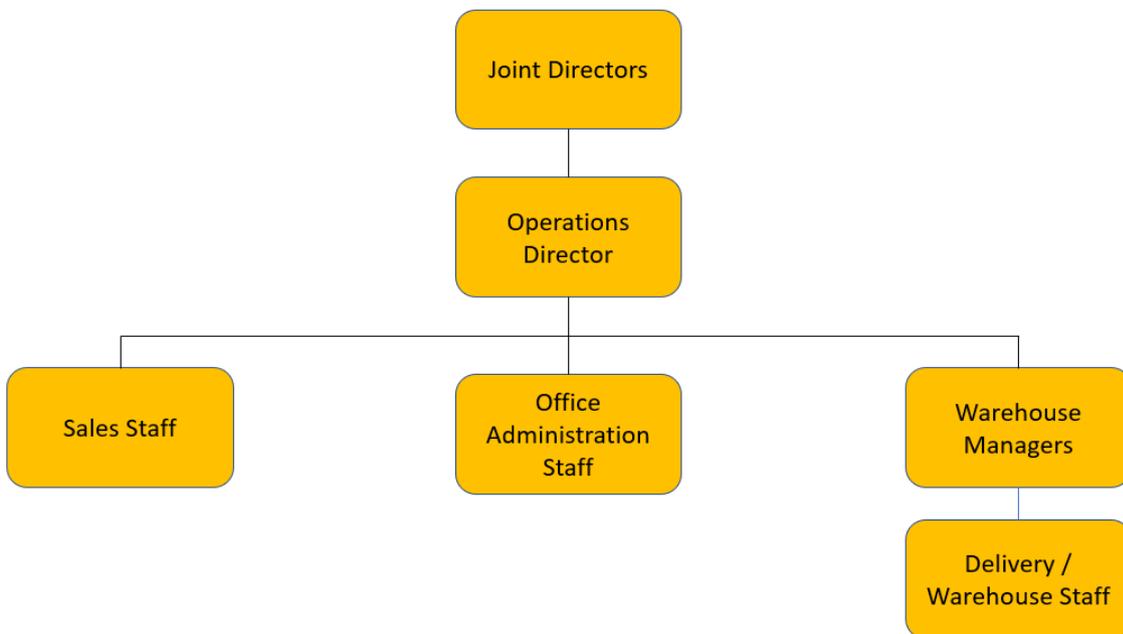
2.0 Overview

Spectrum Safety Ltd. were established in 2003 to satisfy customer requirements for industrial consumable products and associated services. Spectrum Safety Ltd. thrive on providing customer service, satisfaction and support including technical assistance.

The scope of our present activities includes:

- The supply and distribution of industrial consumables
- Management and brokerage of industrial waste including hazardous materials

3.0 Organisation Chart



Document	MP01 Quality Manual	 Consider it done. <input checked="" type="checkbox"/>
Version	8	
Author	Alister Constantine	
Date of Version	16.05.2022	

Quality Policy Statement

The strategy of Spectrum Safety Limited is to operate and to continually improve its quality management system by regularly and systematically reviewing outputs to ensure its effectiveness and efficiency.

We recognise that our success is dependent on the success of our customers. We will make customer satisfaction our primary goal by working with them to satisfy and, wherever possible, exceed their expectations now and in the future.

This policy has the full support of the Joint Directors and is communicated to all staff to provide a clear understanding of the organisation's quality objectives.

The objectives of the Quality Policy include:

- Adhering to all regulatory, legal and environmental expectations of our service that have been agreed by insurers, professional institutions and local authorities.
- Commitment to being the preferred supplier in each of the sectors that we serve. To this end our customers are our primary concern. We aim not only to satisfy them, but also earn loyalty through forming long-standing relationships with them through facilitation of a partnering approach.
- providing an environment to encourage employees and subcontractors at all levels to direct their abilities to the benefit of the organisation and their own personal satisfaction.
- keeping abreast of technological changes and innovations that may be of benefit to existing markets and provide a direction to new business areas.
- ensuring measures are in place in essential core areas of the business, which indicate how well the business is performing. This includes not only basic business measures of cash flow, sales, capital expenditure etc., but also concern resolution criteria and data gathering to determine our success.

These objectives and associated key performance indicators are reviewed at the Management Review.

Dissatisfied customers constitute business risk.

International Standard ISO 9001:2015 (*Quality Management Systems – Requirements*) provides a process for satisfying customers.

To this end, Spectrum Safety Ltd has developed and implemented a quality management system that meets the requirements of the Standard, provides confidence to our customers and is committed to continual improvement.

Signed	Managing Director	Date
	Simon Oldacre	16.05.2022

Document	MP01 Quality Manual	 Consider it done. <input checked="" type="checkbox"/>
Version	8	
Author	Alister Constantine	
Date of Version	16.05.2022	

3.1 References

Term	Definition
QMS	Quality Management System
Management Team	Three Directors
Quality Team	Operations Director, Warehouse and Drivers
PM	Process Map

4.0 Context of the Organisation

The context of the organisation has been defined and documented in record 'Context of the Organisation'. This includes the details regarding the organisation's internal and external issues, as well as the needs and expectations of interested parties. This information will be maintained and reviewed through Management Review and will be used to inform the assessments of risk and opportunity defined in Section 6.1 of this manual.

Spectrum Safety Ltd QMS and its processes

An overview of the QMS and its processes can be found in Appendix 1 of this manual.

4.1 / 4.2 Understanding the organisation and its context

Refer to 'Context of Organisation' document.

4.3 Determining the Scope of the Quality Management System

The scope of our present activities includes:

- The supply and distribution of industrial consumables
- Management and brokerage of industrial waste including hazardous materials

4.3.1 Justification for non-applicability

As a wholesaler and waste management broker, Spectrum Safety Limited does not offer a design and development service to its customers.

4.3.2 Boundaries of Applicability

Boundaries of applicability apply to purchased items which are delivered to customers and include manufacturers product warranties.

In addition to product sales, boundaries extend to services offered to customers including waste management.

Document	MP01 Quality Manual	 Consider it done. 
Version	8	
Author	Alister Constantine	
Date of Version	16.05.2022	

4.4 Outsourced processes

Spectrum Safety Limited use a range of specialist external providers including contractors to supply services including maintenance of equipment.

Spectrum Safety work closely with each organisation under their control to ensure both occupational health and safety and environmental aspects are fulfilled. Outsourced processes will be closely monitored by Spectrum including pre-qualification assessments, participation in the development of risk assessments, method statements and routine monitoring.

- PM05 External Provider Evaluation

Document	MP01 Quality Manual	 Consider it done. <input checked="" type="checkbox"/>
Version	8	
Author	Alister Constantine	
Date of Version	16.05.2022	

5.0 Leadership

5.1 Leadership and Commitment

Customer focus is a critical element to the operation of the QMS and the aim of the business is customer satisfaction. All customer requirements will be defined and understood by the relevant department within the business. Where legal and statutory requirements exist, these will be defined in processes and procedures.

For roles and responsibilities also refer to 7.4 – Management Team.

5.1.2 Customer Focus

Spectrum Safety Limited strives to identify current and future customer needs, to meet their requirements and to exceed their expectations. Top management ensures that the focus on improving customer satisfaction is maintained by setting and reviewing objectives related to customer satisfaction at management review meetings and in the quality objectives list.

Top management also ensures that customer requirements are understood and met. Customer requirements are understood, converted into internal requirements and communicated to appropriate personnel within the organisation. Customer complaints and other customer feedback are continually monitored and measured to identify opportunities for improvement. We continually look for ways to interact directly with our customers to ensure that we focus on their unique needs and expectations.

5.2. Quality Policy

5.2.1 Establishing the Quality Policy

The Quality Policy is documented in this Quality Manual in Section 1. A signed copy will be placed in reception, on notice boards at the Company Office and posted on the Company website. In addition to the Company website the Policy may be made available on request from customers.

5.2.2 Communicating Quality Policy

Policy statements will be distributed to all employees, posted on notice boards and made available to interested parties upon request.

5.3 Organisational Roles, Responsibilities and Authorities

Flexibility and adaptation to change is a key attribute within the organisation. There are no defined Organisational roles and responsible outside of business processes, however, the Operations Director takes responsibility for the day-to-day administration of the Quality Management System.

Authority is aligned to positions identified within the organogram located on page 5.

Document	MP01 Quality Manual	 Consider it done. <input checked="" type="checkbox"/>
Version	8	
Author	Alister Constantine	
Date of Version	16.05.2022	

6.0 Planning

6.1.1 Managing Risk and Opportunities

Risks and Opportunities will be identified and managed by the Quality Team on a periodic basis, and at least at the Management Review meeting each year.

Risks and Opportunities will be identified within the 'Context of the Organisation' (See Record). The issues will be assessed and linked to either controls (e.g. processes) or Quality Objectives and reviewed at Management Review.

Records will be maintained of the Risk Assessment.

The following criteria will be used to assess the risks and opportunities being assessed:
Impact levels will be assessed using a three-level risk assessment methodology for Likelihood of Occurrence, and Severity. Where:

Level	Likelihood	Severity
1	Not likely to occur, infrequent	Limited severity
	Expected number of occurrences: Less than 5 times per annum	For QMS: Some minor breach of policy or Customer dissatisfaction
2	Moderate likelihood of occurrence, frequently occurs	Moderate severity
	Expected number of occurrences: Less than 12 times per annum	For QMS: A customer complaint or supplier issue which could require senior management involvement to resolve. An internal production issue which could cost an unexpected amount of either financial or other resources
3	Definite likelihood of occurrence	Extreme severity
	Expected number of occurrences: 13 or more times per annum	For QMS: An issue that could significantly damage the ability of Spectrum Safety to function correctly, or Customer issue that requires Senior Management intervention and ongoing Senior Management supervision to resolve. Breach of Legislation
Mitigating the score		
Where controls are in place and effective, they may be mitigated by a factor of 0.5.		

6.2 Quality Objectives

Spectrum Safety Limited set improvement objectives and targets for Quality which are reviewed at the annual Management Review. This review is attended by the leadership team as defined in the Management Systems Process Map:

- PM01 Management Review
-

In setting objectives, consideration is given to:

- Quality policy

Document	MP01 Quality Manual	 Consider it done. 
Version	8	
Author	Alister Constantine	
Date of Version	16.05.2022	

- If practicable measurement of objective performance
- Risk assessment and audit results
- Compliance obligations
- Risks and opportunities identified
- Needs and expectations of Interested Parties
- Appropriate levels of resources applied to achieving objectives
- Customer feedback.

Details of objectives and targets have been identified in:

- PM01 Management Review
- MP10 Objectives register

Responsibilities and targets are defined at relevant levels of the organisation. The means of achievement and associated timeframes are also defined and documented according to the above procedure.

Periodic leadership meetings are used as a mechanism to review previous assigned actions. Following the meeting, the next meeting includes a review of previous set objectives to measure if the action has been achieved. Measurements may be statistical or based on information that the action has been fulfilled.

Procedures are amended, or new procedures introduced when necessary to ensure satisfactory implementation of any part of the QMS programme.

Quality objectives shall be recorded in MP10 objectives register and communicated via the Company notice board.

6.3 Planning Changes to the QMS

Any changes that are required to the Quality Management System will be defined and agreed with the Management Team. Any member of the organisation can suggest changes, and the Operations Director will approve any changes that are required for inclusion.

Appropriate levels of document control will be applied to avoid misunderstanding. All changes will be notified to the relevant staff to ensure they are aware and competent.

Document	MP01 Quality Manual	 Consider it done. 
Version	8	
Author	Alister Constantine	
Date of Version	16.05.2022	

7.0 Support

7.1 Resources

7.1.1 General

The Management Team is responsible for ensuring that resources are adequate and in place to operate the operational processes, and the processes required for the QMS.

An organisation structure has been defined to operate the company and is available as a record to this QMS.

The Directors determine and provide the resources needed to: -

- Implement and maintain the quality management system and continually seek to improve its effectiveness. Particular importance is placed on the effectiveness of the key performance indicators of business processes, which may instigate action for enhancing resources and / or the performance improvement of personnel.
- Ensure there are sufficient human and hardware resources to meet customer requirements, consequently enhancing customer satisfaction.

Requirements for externally provided goods and services are defined in:

- PM04 Purchasing and Goods In
- PM05 External Provider Evaluation

The organisation operates from a premises divided into five sections:

- Administration office
- Sales representative office
- Warehouse 1 comprising of storage and dispatch
- Warehouse 2 comprising of storage
- External storage yard.

The environment for the operation of the business processes is detailed in the context of the organisation document referenced in Section 4 of this manual.

Monitoring and measurement of the processes takes place on a regular basis to ensure effectiveness and efficiency. A limited amount of calibration is required, and where it is required, the details are defined in:

- Process Map 10 Calibration

As defined in the 'Context of the Organisation', Spectrum Safety Ltd operates with a competent and stable staff. The processes rely on the transfer of organisational knowledge between staff, which occurs through close communication in a culture which is customer focussed. Where issues arise, relevant team members will work together to ensure that knowledge is passed on.

7.1.2 People

Refer to section 7.4 'Management Team'.

7.1.3 Infrastructure

Infrastructure and the environment for the operation of business processes are detailed in the context of the organisation document referenced in Section 4 of this manual.

Document	MP01 Quality Manual	 Consider it done. 
Version	8	
Author	Alister Constantine	
Date of Version	16.05.2022	

7.1.4 Environment for the operation of processes

Refer to section 7.1.3

7.1.5 Monitoring and Measuring Resources

Due to the scope of the business there is limited requirement to maintain calibrated equipment. Calibrated equipment consists of floor scales within the warehouse.

7.1.6 Organisational Knowledge

As defined in the 'Context of the Organisation', Spectrum Safety Limited operate with competent and stable staff. The processes rely on the wealth of industry related experience and the transfer of organisational knowledge between staff, which occurs through close communication in a culture which is customer focused. Where issues arise, relevant team members will work together to ensure that knowledge is passed on.

7.2 Competence

Personnel performing work affecting product quality are competent based on appropriate education, skills, training and experience.

- i. Spectrum Safety Ltd recognises the importance of training in improving quality and service and a structured training matrix is periodically updated to reflect the competence levels of the workforce. Where skills gaps are identified, training is provided to satisfy these needs and the effectiveness of these actions is evaluated.
- ii. Training not only includes familiarity with products and processes, but also awareness of Health & Safety at Work issues relevant to the role of the individual.
- iii. Where it is felt, individuals require training in certain activities, details are recorded onto Individual Training Records by the Operations Director or delegated representative. Training records are reviewed at every Management Review and Training Records updated accordingly.
- iv. After induction, competence is reviewed on a regular basis as part of an ongoing appraisal process for new recruits and the Training Record is updated to reflect the level achieved.

See also: Process PM02. Employee Training and Competence

7.3 Awareness

All staff in the organisation are made aware of the QMS through the induction process and periodic training and updates that are made available to them.

The Quality Policy is posted on notice boards and in reception, and where appropriate, details of quality objectives are shared. All staff are aware of their contribution to the organisation and the importance of the processes they operate. Implications of not following the processes are made clear by the relevant Director and where appropriate, are defined in operational processes.

7.4 Communication

Communications relevant to the QMS are managed by the Management Team. In the event of emergencies, the Management Team will work together to ensure that emergency services and other stakeholders are engaged. Other external communications that occur on a day-to-day basis are defined in processes outlined in Section 8 of this manual.

Document	MP01 Quality Manual	 Consider it done. 
Version	8	
Author	Alister Constantine	
Date of Version	16.05.2022	

Internal communications regarding the Quality Management System will be co-ordinated by the Management Team. Communication between office-based sales, sales executives and drivers maybe conducted by the use of WhatsApp provided mobile devices are not viewed during driving.

The Management Team structure and their inter-relationship are shown on page 3.

The following outlines the main responsibilities of key personnel within Spectrum Safety Ltd who manage, perform and verify work affecting quality.

Management Team

Has overall responsibility for the operation of the organisation including:

- Through the Business Plan, operating a low cost, high quality, Customer orientated business, applying the resources of people, capital and revenue expenditure to achieve the targets.
- Maintaining the Business Strategy & Quality Policy and the attainment of its objectives, and securing the co-operation of the employees in observing the provisions of the Quality Management System.
- Acting as joint Management Representatives with responsibility and authority for ensuring the Quality Management System is established, implemented and maintained, and reporting on the performance of the QMS at the Management Review.
- Chairing the annual Management Review, periodically updating the Training Plan and ensuring statutory and regulatory requirements are adhered to
- Liaising with suppliers in achieving the lowest possible cost whilst maintaining expected quality levels.
- Purchase order generation & control and maintenance of Approved List of External Providers.
- Ensuring adequate support is offered to all customers, and relations with those customers are maintained at the highest levels.
- Costing products / services and, where applicable, ascertaining delivery dates.
- Planning and co-ordinating the flow of purchased product inputs and outputs.
- Liaising with the relevant personnel in satisfactorily resolving customer concerns.
- Ensuring product awaiting despatch is transported in accordance with customer and legal requirements.
- Maintaining controlled registers of Quality System documentation.
- Analysis of customer purchasing trends to ensure of stock availability.
- Monitoring customer satisfaction levels, and reporting back to the M.D with results.
- Offering customer support in relation to quality concerns, ensuring reaction to those concerns is immediate, and customer contact is maintained throughout until the concern has been resolved.
- Ensuring internal quality audits are maintained in-line with the internal audit programme and coordinating follow up actions including opportunities for improvement and non-conformance.
- Responsible for considering any impact that new standards, legislation etc. may have on the business
- Control of the warehouse facility including goods inward verification and ensuring ordered products or services are delivered to the customer's premises within the desired timescales.
- Ensuring Quality Standards and high levels of housekeeping are maintained.
- Liaising with the Directors on training needs, informing her of the effectiveness of training undertaken, and taking an active part in the training of personnel under his control.

Document	MP01 Quality Manual	 Consider it done. 
Version	8	
Author	Alistair Constantine	
Date of Version	16.05.2022	

- Ensuring Company safety regulations are adhered to, and promoting good industrial relations whilst settling minor disputes.
- Ensuring all provisions of the Quality System are adhered to and all staff under his control are aware of, and operate, to the procedures as laid down in the manuals.
- Maintaining a legally compliant road fleet with the support of ADR legal requirements.
- Overall responsibility of all aspects of waste management.

7.5 Documented Information

Documented procedures are maintained to control all documented information.

The following types of documentation are utilised by the company and are controlled so that incorrect issue or revisions of such documents cannot be used in a way as to jeopardise the effectiveness of our work. These include:

- International Standards
- Internal Procedures
- Process Maps
- Product catalogues.

Other documentation:

Other documentation including product specifications and safety data sheets are obtained from product suppliers via verbal and written requests, or by viewing supplier website pages.

Control of Documents

Documentation generated by Spectrum Safety Ltd is controlled through the appropriate review and authorisation prior to issue and then distributed so that incorrect issues or revisions of such documents are not used. Similar concepts of control apply to documents and data stored on other media such as portable hard drives etc. Secure backup arrangements are in place including secure holdings of backup records off site.

Control of Quality Records

Procedure QP02 has been established which defines the controls needed for the identification, storage, protection, retrieval, retention times, and disposition of the quality records developed to provide evidence of conformance and effective operation of the Quality Management System.

These include: -

- Training records
- Non-conformance statistics
- Complaints correspondence (suppliers and customers)
- Management Review and Internal Audit Records
- Any concessions.

Document	MP01 Quality Manual	 Consider it done. 
Version	8	
Author	Alister Constantine	
Date of Version	16.05.2022	

8.0 Operation

8.1 Operational Planning

Operational planning is conducted by the team, in relation to processes defined in:

- PM03 Receipt of enquiries
- PM04 Purchasing and Goods In
- PM06 Inspection and Despatch

Unintended changes relating to the management system shall be discussed by the Leadership Team. QMS updates may be processed via the Documented Record procedure QP01.

Customer changes shall be discussed with the applicable interested party and Operations Director informed of changes.

8.2 Requirements for Products and Services

Processes for ensuring that requirements for products and services are defined with the customer, are defined in:

- PM03 Receipt of enquiries
- PM04 Purchasing and goods in
- PM05 External Provider Evaluation
- PM08 Customer Satisfaction
- QP04 Complaints Procedure

8.3 Design and Development of Products and Services

Spectrum Safety Ltd is not a design responsible organisation, and we do not currently identify any special processes where the output cannot be verified. Therefore, the Design and Development aspects of element 8.3, and the Validation of Processes clause 8.3.4 of BS EN ISO 9001: 2015 are excluded.

However, as part of our customer satisfaction service Spectrum Safety Ltd may provide guidance relating to technical recommendations and recommendations based on knowledge.

Services are defined by the Management Team as and when they are required for commercial reasons. If the service is to be introduced to the organisation, it will be defined with the Management Team and integrated into the Quality Management System regarding Section 6.3 of this manual.

8.4 Control of externally provided processes, products and services

Details of suppliers are maintained on the Sage 200 database. All purchases affecting Spectrum Safety's ability to supply premier class services and products must be from approved suppliers. Any products and services purchased from outside of the Approved Supplier list will be authorised by the Operations Director or Sales Representative.

Processes for the control of externally provided processes, products and services are defined in:

- PM04 Purchasing and Goods In

Document	MP01 Quality Manual	 Consider it done. 
Version	8	
Author	Alister Constantine	
Date of Version	16.05.2022	

- PM05 External Provider Evaluation

8.5 Product and Service Provision

Any property belonging to external providers shall be maintained within the warehouse area prior to processing. Customer owned property shall be clearly identified with packaging labelling including part reference numbers or descriptions.

Processes for the control of product and service provision are defined in:

- PM03 Receipt of enquiries
- PM04 Purchasing and goods in
- PM07 Customer Property
- QP08 Warehouse Procedure

8.5.1 Control of Production and Service Provision

Control of Production and Service Provision are identified in process in section 8.5.

8.5.2 Identification and Traceability

Identification and traceability are included within the processes identified in section 8.5. Records of transitions are retained in the computer system and delivery note receipts are scanned and archived within the backed-up computer system.

Items in the warehouse are placed in defined areas and identified with product codes and descriptions.

8.5.3 Property Belonging to Customers and External Providers

Property belonging to customers and external providers is handled with great care. Records of property owned by customers and external providers shall be maintained by the Operations Director.

8.5.4 Preservation

Property owned by customers or external providers shall be maintained.

8.5.5 Post Delivery Activities

The organisation retains documented information relating to customer change requirements. Details are available within the Company computer system.

8.5.6 Control of Changes

Any QMS changes are discussed and identified and where applicable are retained as documented information.

Document	MP01 Quality Manual	 Consider it done. 
Version	8	
Author	Alister Constantine	
Date of Version	16.05.2022	

8.6 Release of Products and Services

Processes for ensuring that products and services are released correctly are defined in:

- PM04 Purchasing and goods in
- PM06 Inspection and Despatch
- PM07 Customer property
- PM10 Calibration
- QP06 Customer Feedback Procedure
- QP07 Waste Management Procedure
- QP08 Warehouse Procedure.

8.7 Control of Non-Conforming Products

Spectrum Safety Ltd has established and maintains a documented procedure to ensure that product which do not conform to specified requirements, including suspect products, is prevented from unintended use. Controls provides for identification, documentation, evaluation, segregation (when practical) and disposition of nonconforming product and for the subsequent actions to be taken.

Processes for ensuring continual improvement are defined in:

- PM01 Management Review and Continuous Improvement
- PM02 Training and Competence
- PM04 Purchasing and goods in
- PM05 External Provider Evaluation
- PM06 Inspection and Despatch
- QP04 Complaints Procedure
- QP06 Customer Feedback Procedure.

Document	MP01 Quality Manual	 Consider it done. 
Version	8	
Author	Alister Constantine	
Date of Version	16.05.2022	

9.0 Performance Evaluation

9.1 Monitoring, Measurement, Analysis and Evaluation

Spectrum Safety Ltd ensure that the specified requirements for products are met and that the required inspection / verification is established.

Inspection is carried out in accordance with the established protocols during goods inwards verification inspections. Specified requirements are detailed within product descriptions located either on the suppliers' website, Spectrum Safety website, sales catalogue or by a description supplied by a Spectrum Safety Sales representative.

No product is dispatched until all the activities have been satisfactorily completed and associated data and documentation is available and authorised.

Information arising from business processes is reviewed to demonstrate the continued effectiveness of the quality management system. This analysis provides data relating to: -

- Customer satisfaction.
- Product conformance.
- Product / process trends and characteristics.
- Suppliers.

The frequency of the review will vary from process to process, but the outcome of such reviews will be considered at each Management Review meeting.

Processes for ensuring any monitoring and analysis is carried out and evaluated are defined in:

- PM01 Management Review and Continuous Improvement
- PM06 Inspection and Despatch
- QP02 Internal Audit Procedure

9.2 Internal Audit

Programmes of internal audits based on risk-based thinking, are in place to monitor the effectiveness of the quality management system and business processes using auditors suitably trained and qualified to the types of audits undertaken.

A procedure has been established and is maintained to plan and implement internal quality audits to verify whether quality activities comply with planned arrangements and to determine the effectiveness of the quality management system.

There is provision in the audit report for identifying and recording potential areas of improvement as well as the application of normal corrective action techniques for addressing non-conformities, and a summary of internal audit findings are presented for consideration at the Management Review meeting.

Processes for ensuring Internal Audits are planned, implemented and acted on are defined in:

Document	MP01 Quality Manual	 Consider it done. 
Version	8	
Author	Alister Constantine	
Date of Version	16.05.2022	

- PM01 Management Review
- QP02 Internal Audit Procedure

9.3 Management Review

General

The Q.M.S. is reviewed annually to ensure its continued suitability, adequacy and effectiveness in satisfying the quality policy and quality objectives.

Review Input

The Management Review agenda set by the Management Team will include, but not be limited to the following:

- Previous actions
- Changes to the internal and external issues
- Performance of the QMS:
 - Review of Quality Policy
 - Objectives and Opportunities
 - Results of audits, Audit Plan
 - Customer Satisfaction and feedback (also interested parties)
- Process performance and product conformity
 - Non-conformities and corrective actions
 - Status of Risks
 - Performance of supplier and external providers
 - Adequacy of resources
- Changes that could affect the quality management system
- Recommendations for improvement

Review Output

The output from the Management Review includes decisions and actions related to:

- Opportunities for Improvement
- Any need to change the Quality Management System
- Resource requirements
- Minutes

Document	MP01 Quality Manual	spectrum safe+y Consider it done. 
Version	8	
Author	Alistair Constantine	
Date of Version	16.05.2022	

10. Improvement

10.1 Non-conformity and Corrective Action

Processes for ensuring continual improvement are defined in Process 1. Management Review and Continual Improvement.

Spectrum Safety Ltd seek to quantify opportunities for improvement of the quality management system through the use of:

- The results of internal and external audits
- Analysis of data from business processes
- Quality policy, company objectives, and management review
- Corrective and preventive actions
- Customer feedback and suggestions identified by the workforce
- Worker feedback via near miss reporting

Document	MP01 Quality Manual	spectrum safe+y Consider it done. <input checked="" type="checkbox"/>
Version	8	
Author	Alister Constantine	
Date of Version	16.05.2022	

Appendix 3 Business flow chart with clause references

