


AMALGAMATED LIMITED

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ISSUED TO: Managing Director

AUTHORISED BY

Managing Director

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0.1 AMENDMENTS RECORD

Page No	Quality Manual Section	Brief Details of Change	New Issue No	Authorised by	Date

1.0 INTRODUCTION

Amalgamated Limited is a private company engaged in the installation and maintenance of electronic fire alarm detection systems. The majority of installations have been for commercial premises, although there is increasing business for retail and domestic premises, and larger combined systems where clients source one provider for all their needs. The company operates from premises at Systems House, Dawson Street, Swinton, Manchester M27 4FJ.

2.0 BUSINESS STRATEGY AND QUALITY POLICY

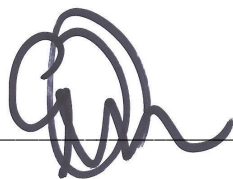
It is the strategy and policy of Amalgamated Limited to undertake the design, installation and maintenance of electronic fire alarm detection systems in accordance with best professional practise and at a reasonable financial return.

The key to our continued success in our competitive environment is to continually strive to increase our customer's satisfaction by continuously improving our business. To this end;

- Amalgamated Limited is a recognised SSAIB installer and therefore all employees are committed to meeting the regulatory, legal, and environmental expectations of the industry that have been agreed by insurers, police, professional institutions and relevant trade associations. Adherence to all industry codes, British and European standards shall be paramount.
- Amalgamated Limited provides the best environment to encourage employees at all levels to direct their abilities to the benefit of the organisation and their own personal satisfaction.
- The Managing Director shall keep abreast of any technological changes and innovations that may be of benefit to existing markets, and provide a direction to new business areas.
- Measures are in place, which indicate how well the business is performing. This includes the basic business indicators of cash flow, sales and capital expenditure etc, but also complaint analysis, false alarm statistics and contractual obligations such as routine maintenance achievement and call out response times. Additionally data is gathered to determine success in continually satisfying the expectations of the customer.

Amalgamated Limited operates a quality management system that meets the requirements of ISO 9001:2000 and SP203, Fire Protection Industry Scheme and is applicable to "The Design, Planning, Installation and Maintenance of Electronic Fire Alarm Detection Systems. We operate a controlled process for satisfying customer's requirements and are committed to continually improving those processes with the aim of achieving "total customer satisfaction".

Signed on behalf of
Amalgamated Limited _____



3.0 DEFINITIONS AND STRUCTURE

This manual defines the management policy, organisation and business processes of Amalgamated Limited that have been established to meet the requirements of ISO 9001:2000 and SP203, Fire Protection Industry Scheme.

It therefore focuses on four cornerstones of control: -

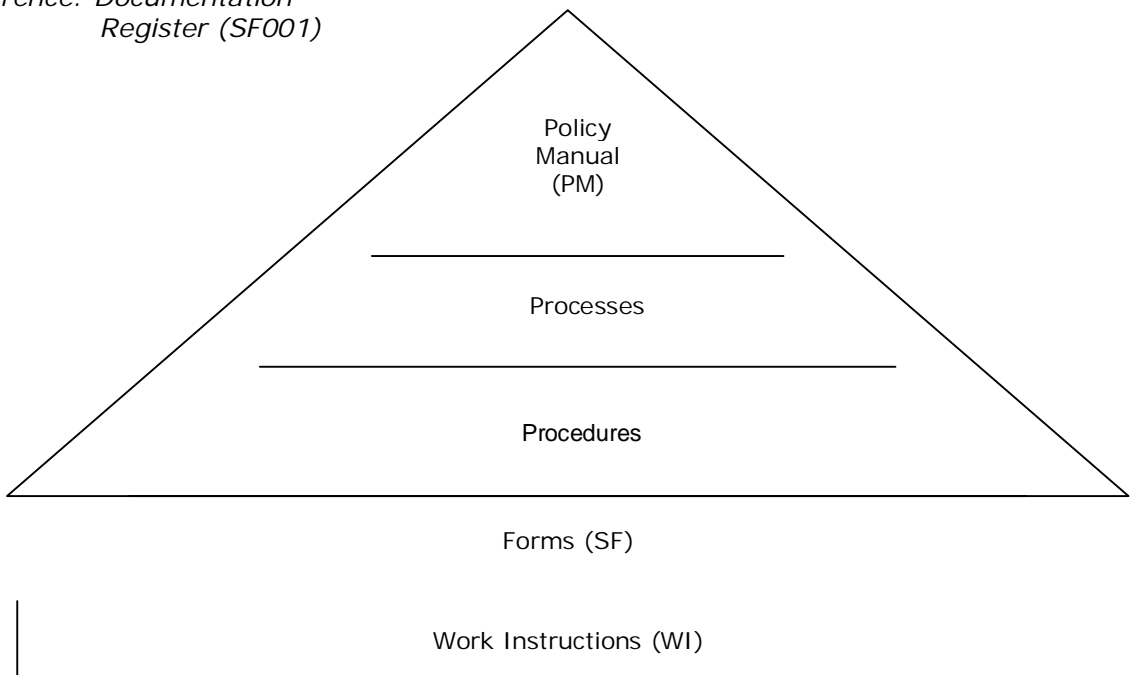
- Management responsibility and commitment
- Resource management – human resources, premises, equipment and transport
- Product realisation – the processes relating to the understanding, development and delivery of the contractual requirements (product and service) to the customer
- Measurement, analysis and improvement of the business processes based on objective measurements

Distribution and availability of the manual within the organisation provides a means of communicating information on these matters to employees. A record of controlled copies is retained on the Distribution Record in the Documentation Register – ref SF001.

The policy manual should be read in conjunction with operational processes, procedures and forms identified within this manual.

The quality policy manual forms part of a multi-tiered managed and controlled documentation system as follows: -

Reference: Documentation Register (SF001)



4.0 QUALITY MANAGEMENT SYSTEM

4.1 GENERAL REQUIREMENTS

4.1.1 A quality management system has been established and implemented which;

- Has identified the business processes for the quality management system and their application throughout the organisation
- Provides for the effective sequence and interaction of these processes
- Identifies the criteria and methods to ensure their effectiveness, operation and control
- Ensures the availability of resources and information necessary to support their operation and monitoring
- Provides for monitoring, measurement and control of processes
- Enables the action necessary to achieved the planned results and continued improvement of these business processes to be implemented

4.1.2 Exclusions: Amalgamated Limited configure a system to suit specific customer and regulatory requirements, this is considered to be application design rather than development design. Therefore the development aspects of paragraph 7.3 of ISO 9001:2000 are excluded.

4.2 DOCUMENTATION REQUIREMENTS

4.2.1 General

Documented procedures are maintained to control all documents and data.

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

- British and European Standards
- Industry codes of practice
- Policy Manual
- Processes
- Sub Processes and work instructions
- Company forms
- Customer contracts
- Records

4.2.2 Quality Manual

5.1 MANAGEMENT COMMITMENT

The management of Amalgamated Limited are committed to the development and implementation of the quality management system and to continuously improve its effectiveness by:

- Communicating to all employees, the importance of meeting customer as well as statutory and regulatory requirements
- Establishing the quality policy
- Establishing quality objectives for each business process
- Leading management reviews
- Ensuring the availability of resources
- Seeking opportunities for business improvement

5.2 CUSTOMER FOCUS

Processes are in place in place to ensure customer requirements are determined and fulfilled with the aim of enhancing customer satisfaction. Provision is therefore made for:

- Determining and then implementing the most appropriate way of increasing public awareness of our services
- Direct contact at the customers premises to determine customer needs and expectations for preparation of the system design specification
- Ensuring the content of contracts, quotations and system design specifications are in accordance with the relevant British Standard or industry code of practice
- Customer satisfaction measurement such as the gathering of statistical information (process and performance indicators) and customer feedback with the aim of enhancing customer satisfaction.

5.3 QUALITY POLICY

Amalgamated Limited quality policy is defined in section 2 of this manual, Business Strategy and Quality Policy. The policy statement is displayed in prominent areas throughout the organisation.

Reference Documents: POL01 – Business Strategy and Quality Policy

5.4 PLANNING

5.4.1 Quality Objectives

Measurable performance and process indicators are established to measure the quality objectives set for each business process. Indicators are communicated to all members of staff and may include:

- Routine maintenance performance in respect of contractual obligations
- False alarm reduction based on annual targets
- Response times for emergency call out performance
- Conformance to technical standards as indicated by internal and external audits
- Handling of customer complaints and other non-conformities with respect to frequency and resolution
- Other indicators as specified by the Managing Director

5.4.2 Quality Management System Planning

The Directors are responsible for ensuring: -

- The quality management system is set up and maintained in accordance with ISO 9001:2000 and SP203, Fire Protection Industry Scheme
- That changes made to the quality management system are planned and if changed communicated to all members of staff. Examples of such changes are;
 - ⇒ Acquisitions and joint ventures
 - ⇒ Product development
 - ⇒ Introduction of new technologies
 - ⇒ Introduction or revision of standards and codes of practice
 - ⇒ Organisational re-structuring
 - ⇒ Use of sub-contractors
- That the setting of quality objectives is supported by adequate processes and resources and that these are practically based on the capability of the organisation

The quality management system has been designed so as to serve as a quality plan for the majority of contracts undertaken. Where additional requirements are specified through the nature of size and complexity of contract, these will be accommodated.

5.5 RESPONSIBILITIES, AUTHORITY AND COMMUNICATION

5.5.1 Responsibility and Authority

5.5.1.2 Organisation

A current organisation diagram reflecting the company structure and reporting lines is available. Reference SF004 – Organization Diagram. The main responsibilities of those individuals specified are as follows: -

The Managing Director has overall responsibility for all activities at Amalgamated Limited. Their specific responsibilities are for meeting the requirements of our status as an Approved Installer include:

Managing Director

- For the Control of the Business
- For the generation, monitoring and implementation of the Business Plan

Administration Manager

- Responsible for Control of Department: -
- "Efficient use of Resources in Accordance with the Business Plan"
- Budget: Planning/Implementation/Monitoring/Reporting
- Financial Control
- Purchasing
- Insurances: Company, Vehicles, etc.
- Payments
- IIP
- Records: Financial/Personnel
- Wages/Salaries
- Training Budget
- Internal Quality Auditing

Marketing Manager

- Responsible for Control of Department: -
- "Efficient use of Resources in Accordance with the Business Plan"
- Budget: Planning/Implementation/Monitoring/Reporting
- Contacts Database
- Customer Complaints
- Customer Liaison
- Events: ECA Ladies Evening/BS5839 training for clients, etc
- Sales Pipeline
- Sales Leads: ABI, OJET, Glennigens, etc

Service Manager

- Responsible for Control of Department: -
- "Efficient use of Resources in Accordance with the Business Plan"

- Budget: Planning/Implementation/Monitoring/Reporting
- Staff/Personnel: Salaries/Wages/Planning/Engineers Call-out Rota
- Plant and Maintenance
- Calibration of Test Equipment
- Competency
- Health and Safety
- Training
- Personal Protection Equipment
- Service Vehicles
- Stock Control and Warehousing
- Records: Systems/Transactions
- Preventive Maintenance/Reporting
- Emergency Servicing/Reporting
- Invoicing: Annual Service Premiums/Emergency Call Outs/Dayworks
- Design
- Sales: Service Contracts/Dayworks/New installation
- False Alarm Management
- Redcare Contracts
- [Also Extinguishers CCTV Access Control Intruder through sub-contractors]

Projects Manager

- Responsible for Control of Department: -
- "Efficient use of Resources in Accordance with the Business Plan"
- Budget: Planning/Implementation/Monitoring/Reporting
- Staff/Personnel: Salaries/Wages/Planning
- Plant and Maintenance
- Calibration of Test Equipment
- Evaluation of Suppliers and Sub-contractors
- Competency
- Health and Safety
- Training
- Personal Protection Equipment
- Project Vehicles
- Records: Systems/Transactions
- Invoicing: Project/Variations
- Survey, Design, Installation, Verification and Commissioning of Fire Systems
- Sales: New installations
- [may include Redcare Contracts]
- [Also Extinguishers CCTV Access Control Intruder through sub-contractors]

Technical Manager (Quality Representative)

- “Efficient use of Resources in Accordance with the Business Plan”
- Budget: Planning/Implementation/Monitoring/Reporting
- Environmental
- Contingency Planning
- Health & Safety
- I.T. Platform including access to Knowledge and Information
- Evaluation of Suppliers and Sub-contractors
- Technical [support]
- Training
- Design
- Sales: Healthcare premises
- [may include Redcare Contracts]
- Quality of product and service
- Management Representative
- Internal Quality Auditor

5.5.2 Internal Communications

Amalgamated Limited is a relatively small organisation, which benefits from informal communication on a personal level.

Communication of the company's policy and procedures is carried out through the access to this manual and induction training.

Regular reviews, audits and company briefings also allow for effective communication of our policies and aspirations.

5.6 MANAGEMENT REVIEW

The quality management system is reviewed at planned intervals to ensure it's continued suitability, adequacy and effectiveness in satisfying the quality policy and objectives.

5.6.1 Review Inputs

The management review agenda is determined by the Managing Director and shall include but is not limited to the following items as appropriate to the type of security system installed: -

- Follow up actions from previous management reviews

- Quality objectives
- Non-conformance including products, situations and complaints
- Internal and external audit results
- False alarm performance and trends
- Routine maintenance – monthly performance and trends
- Response to emergency call out – performance and trends
- Customer satisfaction analysis
- Training needs
- Status and effectiveness of preventative and corrective action
- Performance of suppliers and sub-contractors
- Planned changes that could affect the quality management system
- Continuous improvement initiatives
- New legislation and standards
- Infrastructure
- Technology

5.6.2 Review Outputs

The outputs from the management review shall include, where appropriate:

- Improvements to the quality management system
- Performance improvement objectives
- Strategies and initiatives
- Product and service improvements
- Resource needs

Reference Documents: PC14 - Management Review

6.0 RESOURCE MANAGEMENT

6.1 PROVISION OF RESOURCES

The management of Amalgamated Limited determines and provides the resources necessary to:

- Implement and maintain the quality management system and continually seek to improve it's effectiveness. Emphasis is placed on the key performance indicators and customer feedback used for measuring customer satisfaction
- Ensure sufficient resources are available to meet contract requirements

6.2 HUMAN RESOURCES

6.2.1 General

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

6.2.2 Competence, awareness and training

6.2.2.1 A training system is in operation, which ensures staff undergo adequate training to carry out their duties. Training shall be deemed to cover a wide spectrum of business and associated activities including, operations, customer care, environmental impacts and health and safety requirements.

6.2.2.2 All training activities are recorded to reflect the type, nature and duration of the training activity.

6.2.2.3 Installing and maintenance engineers shall be constantly monitored through product and system audit to ensure the effectiveness of the planned training activities.

6.2.2.4 Where sufficient training has been carried out by a member of staff, reference will be made on the Training Record.

Reference Documents: PR06 – Recruitment and Development
PC13 – Internal Audit

6.2.3 Security Screening

The company recognises that every customer has the right to expect that so far as it is reasonably possible to do so, services will be provided by personnel who do not present a potential security risk.

All employees shall be security screened on an ongoing basis in accordance with BS 7858 Security Screening of Personnel.

Additionally, the successful applicant will be provided with an "Identity Card" bearing information required by the relevant British Standard.

Reference Documents: PR06 – Recruitment and Development
PC22 – Security Screening of Personnel

6.3 INFRASTRUCTURE

Amalgamated Limited recognises the importance of having sufficient infrastructure in place. The company, as a minimum, complies with SP203, Fire Protection Industry Scheme, which includes:

- The adequacy and suitability of our premises situated at Systems House, Dawson Street, Swinton, Manchester M27 4FJ.

- The reliability and suitability of our work equipment including;
 - ⇒ Test and measuring equipment
 - ⇒ Computer hardware and software
 - ⇒ Company vehicles
 - ⇒ Work equipment
 - ⇒ Employee safety equipment

- Adequate supporting services required for certain professional services and advisors.

6.4 WORK ENVIRONMENT

The employee's work environment shall be suitable for the activities being carried out. All current health, safety and environmental legislation shall be adhered too. Good housekeeping is a pre-requisite of organisation. The company shall endeavour to apply this in all areas of the business including, office, inventory and stock and company vehicles.

7.0 PRODUCT REALISATION

7.1 PLANNING OF PRODUCT REALISATION

The quality management system has been designed to ensure that security systems are installed and maintained by trained and security screened staff in accordance with the relevant product standard as referred to in the Documentation Register ref – SF001 and that contractual agreements are fulfilled.

7.1.2 In order to satisfy these objectives the quality management system is integrated with the technical and regulatory requirements for the industry, such that documentation provides for;

- Evidence that contractual obligations are agreed and understood by all parties
- Evidence that system design specifications are developed which reflect the level of protections required
- Evidence that components used on installations meet the technical requirements of the industry
- Evidence of "in process" and "final" inspections.
- Adequate resources are available to meet maintenance obligations

7.1.3 Where extra requirements are specified or demanded, they are accommodated.

7.2 CUSTOMER RELATED PROCESSES

7.2.1 Determination of requirements related to the product

All steps required to determine customer needs shall be undertaken. Only contracts that fall within the remits of our capabilities shall be undertaken.

A tendering and estimating procedure is in place, which provides for: -

- The involvement of a trained surveyor to ensure all features of the site to be protected shall be considered.
- Resolution of any uncertainties before a tender is submitted
- Ensuring any changes requested by the customer are resolved and where agreed are incorporated into the specification

7.2.2 Review of contractual requirements relating to the product

Following the development of a system design specification (see clause 7.3 Design and Development for details).

7.2.2.1 A review of our quotation is undertaken before submission to the customer to ensure the contractual requirements are adequately defined and documented and that the capability and resources to meet the requirements remain in place or achievable.

7.2.2.2 A further review is carried out on receipt of the order or signed contract and if any changes or amendments are requested they are resolved in writing before the order is accepted.

7.2.2.3 Where quotations are accepted by telephone the Project, Service or Technical Manager [as appropriate] will endeavour to retrieve a signed agreement. Where the agreement is not forthcoming a letter shall be written to the customer confirming the order. A copy of the letter will be retained

7.2.2.4 All amendments or additional works carried out during the course of the contract shall be agreed and recorded.

7.2.3 Customer Communication

Customer liaison is continued throughout the life of the installations under maintenance contracts. Examples of communication may be: -

7.3.2.2 Survey information and contract documentation shall be used to form the basis for the design proposal. The proposal shall be submitted to the customer for approval.

7.3.3 Design Outputs

7.3.3.1 A design proposal shall be submitted which shall have considered all features related to the design, including, electrical consumption, position of elements and implications of future extensions to the system.

7.3.3.2 The design proposal shall contain a Design Certificate SF018, which shall include information on any limitations in terms of risk, together with other details required by the relevant British Standard or Industry Code of Practice.

7.3.4 Design Review

7.3.4.1 Initial review

A review shall be carried out prior to submission to the customer to ensure that;

- Details have been completed in accordance with standard practice
- Coverage and equipment is relevant to the information specified on SF014 – Sales Enquiry and Survey Form
- The type and nature of work is within the capabilities of our company

7.3.4.2 Secondary Review (s)

A review of the documentation returned by the customer shall be carried out. This documentation plus any accepted amendments shall become the system design specification and contract.

7.3.5 Design Verification

7.3.5.1 Verification of the system design specification is demonstrated through signature at the contract review and through completion of a Verification Certificate SF015.

7.3.5.2 Contract records shall be retained for a minimum of 12 years after the project was completed.

7.3.6 Design Validation

Design validation is provided by the Commissioning Certificate – SF020:

Continued validation is carried out through the provision of a routine maintenance contract.

7.3.7 Control of Design Changes

Variations or changes made to the systems design specification before or during handover shall be recorded by annotating the existing specification or producing a revised one.

Reference Procedures: PM01 – Enquiry & Sales Order
 PC02 – Contract Review
 PC03 – System Survey, Design and Quotation

7.4 PURCHASING

7.4.1 Purchasing Process

7.4.1.2 A process is in place to provide control over purchased components and sub-contract services. The process ensures that specifications and installations are not jeopardised by inadequate supplies. The main categories of activities are;

- Evaluation of suppliers such as manufacturers, stockists and alarm receiving centres which are subject to supplier evaluation procedures and performance monitoring

- Use of formal purchase orders to communicate requirements

- Goods inwards inspection

- Arrangements with suppliers of sub-contract labour

Evaluation of Sub-contractors

Installation Sub-contracting

The company policy is to carry out all installations internally. However, where circumstances require otherwise only approved sub-contractors shall be used.

Allied trades

Where specialist trades are sub-contracted they shall be chosen from the approved supplier and sub-contractors list.

7.4.2 Purchasing Information

Purchasing documentation used for the purpose shall be concise in terms of product description, specification and services.

7.4.2 Verification of Purchased Product

Comprehensive training for engineers provides assurance that necessary examinations and inspections are carried out prior to final inspection.

Reference Documents: PR02 – Planning and Installation
 PR03 – Preventive Maintenance
 PR04 – Corrective Maintenance
 PC04 – Installation, Verification and Commissioning of Fire Systems
 PC05 – Takeover of Installations
 PC06 – Emergency Call out and Corrective Maintenance
 PC07 - Servicing

7.5.3 Identification and Traceability

7.5.3.1 No requirement for traceability of components exists. Although warranty conditions shall be enforced where warranty claims are justified. Traceability of service history documents are retained.

7.5.3.2 Where applicable, the specific process or procedure will contain provision for identifying specific identification and traceability requirements.

7.5.4 Customer Property

7.5.4.1 All staff undertaking site visits and activities will be suitably trained to exercise care with customer property and premises.

7.5.4.2 From time to time Amalgamated Limited is requested to take over the maintenance of installations previously installed by other installers who may or may not be recognised. In such instances decisions will be made to: -

- Take over the maintenance if inspection reveals conformance to specification relevant standard.

- Only take over the maintenance if the installation is brought up to the relevant standard requirement to the satisfaction of Amalgamated Limited.

- Take over the maintenance on un-certificated installations but not issue its own certificate.

7.5.5 Preservation of Product

Staff engaged in the handling, storage and transportation of product are suitably trained with regard to protecting the product and preventing from damage and malfunction. There are procedures in place describing these activities:

Reference Procedures: PR05 – Logistics
PC16 – Non-conforming Products
PC20 - Warehousing

7.6 CONTROL OF MEASURING DEVICES

Inspection, measuring and test equipment used in the provision of our service shall be suitably checked and calibrated at defined intervals. Activities shall be recorded and records maintained.

Reference Procedures: PC17 – Calibration of Test Equipment

8.0 MEASUREMENT, ANALYSIS AND IMPROVEMENT

8.1 GENERAL

Management controls are in place to:

- a. Demonstrate that installations and maintenance contracts in accordance with the agreed requirements.
- b. Ensure that the quality management system is effectively maintained to satisfy the requirements of ISO9001: 2000, SP203, Fire Protection Industry Scheme and any other specific requirements that may be agreed with the customer as may be the case with major specifiers involved with large projects.
- c. Continually improve the effectiveness of the quality management system, through (for example):
 - Provision for the identification of improvement opportunities in our business processes through (for example) our internal audit programme and management review meetings
 - Feedback from customer perceptions of the business through monitoring of customer satisfaction
 - Feedback from external independent audits (SSAIB)

8.2 MONITORING AND MEASUREMENT

8.2.1 Customer Satisfaction

Information is gathered to determine customer perception of Amalgamated Limited. Sources include:

- Customer Complaints

- Sales Realisation Figures
- Number of sales arising from recommendation
- Number of installations where maintenance contract not renewed
- A review of the number of installations deemed as 'troublesome' for reasons attributable to the company
- Information and opinion of our own staff
- Customer satisfaction surveys when considered necessary
- Correspondence received from satisfied customers

8.2.2 Internal Audits

Programmes of internal audits 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. Auditors will be impartial in their findings and will not audit their own activities unless absolutely necessary to do so.

As part of the audit programme: -

- a. Technical auditing is undertaken of the work of each installing technician using appropriate installation checklists encompassing the specific requirements of the standards for the systems installed.
- b. Technical auditing is undertaken of the work of each maintenance technician using appropriate maintenance schedules encompassing the specific requirements of the standards and codes of practice for the security systems maintained, and using installation checklists (as detailed in (a) immediately above) to confirm the standard of installations.
- c. Internal quality audits are carried out on all the business processes to confirm conformance with the management system.

The documented procedures include statements of the frequency at which audits are undertaken (i.e. a minimum of one per Engineer over a twelve (12) month period) and the person(s) nominated to undertake the audit. The steps to be taken if the installations selected fail to meet the specified criteria are defined and include a reference to possible training needs and/or an increase in the frequency and number of audits.

In all cases 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.

A summary of internal audit findings is presented for consideration at Management Review meetings.

Reference Procedures: PC13 - Internal Audit

8.2.3 Monitoring and Measurement of Processes

All of the business processes (see Section 7) are monitored for effectiveness and where possible (and considered appropriate) monitoring is supported by direct measurement of values. Key performance indicators are identified in

each business process together with the name of the 'process owner' who is responsible for the monitoring and collection of data.

Suitable corrective action techniques are applied when planned results are not achieved. Monitoring techniques employed include confirmation of the capability of staff to provide satisfactory input into the tasks involved
Typical business processes include: -

- Conversion of enquiries into sales (commercial success)
- Planning and installation (relationship between design planning and installing)
- Routine maintenance (monthly measurement against contract)
- Corrective maintenance (response time measurement)
- False Alarm Management (FAM) – (direct measurement)
- Purchasing and Inventory Control (supplier performance measures)
- Recruitment and Screening (Human resource capability)
- Quality Management System monitoring (gathering data)
- Customer Satisfaction appraisal (quality management improvement)

8.2.4 Monitoring and measurement of product

8.2.4.1 Each engineer will install (or maintain in respect of a routine maintenance visit) the system in accordance with the system design specification and to our defined work practices.

a. Inspection of Systems during Installation

Before departure to site the necessary material equipment is assembled into an installation kit and checked against the material list.

In process and final functional and performance tests are undertaken by the Installation Engineers before complete or partial handover to the client. The procedures used by the Company conform to the requirements of BS5839 and BS7671.

Inspection and Test Records

Where appropriate, an Inspection Certificate (SF011) is issued for the Installation as proof of Company confidence in conformance to the requirements of the appropriate specification.

b. Inspection of Systems under Routine Maintenance Contract

Having been notified of the monthly schedule the engineer confirms the requirements for the areas in which he is working. When on site the engineer: -

- Establishes with the subscriber if any problems with the system have occurred since the last maintenance visit
- Examines the system log book on the premises to ascertain whether there have been any service call or alarm incidents since the last maintenance visit
- Enquiries if there have been (or likely to be) a change in the use of the premises or working procedures
- Ensures the Responsible Person remains fully conversant with the operation of the system (including new personnel)
- Ascertains (and reports) if the name and contacting addresses of key holders have changed [Intruder Systems]
- Undertakes inspection checks and if necessary any rectification work and record work against the Servicing Certificate SF017.
- Obtains the signature of the Responsible Person or their deputy
- Completes items of inspection or rectification not carried out during the routine visit within 21 working days and provides a separate report as per normal procedure

c. Inspection of Systems Subject to Emergency Call Out

Protocols are established under the 24-hour call out service, such that the emergency engineer:

- Endeavors to restore the installation to full working order
- Provides data on the cause of the problem
- Records findings on the Call Out and Servicing Certificate SF009.
- Where false alarms apply details shall be recorded on the False Alarm Investigation Sheet SF016.

8.3 CONTROL OF NON-CONFORMING PRODUCT

8.3.1 A documented procedure for Non Conforming Product, PR16, is in place, which provides for appropriate identification, and segregation controls of components found faulty on site or damaged on receipt.

8.3.2 The Non Conformance Reporting System applies across a number of business processes as a convenient means of 'capturing' situations, which detract from the satisfactory performance of an installation under contract. Examples are:

- The identification of troublesome systems
- Low contractual maintenance achievement per month
- A temporary disconnection

Other examples of non-conforming situations relevant to business performance may include:

- Vehicle breakdowns

- Computer shutdowns
- Accidents, Incidents or Near Misses

Reference Procedure: PR16 – Non-conforming Products

8.4 ANALYSIS OF DATA

Information (sometimes in statistical form) arising from business process is reviewed to demonstrate the continued effectiveness of the quality management system. The frequency of the review will vary from process to process but the outcome of such reviews will be considered at the Management Review Meeting (see Agenda Clause 5.6) or sooner if needs dictate.

8.5 IMPROVEMENT

8.5.1 Continual Improvement

Amalgamated Limited seek to quantify opportunities for improvement of the quality management system through the use of, for example:

- The result of internal and external audits
- Analysis of data from business process
- Suggestions identified by employees
- Customer feedback

8.5.2 Corrective Action

Where non-conformities have been identified within a business process, effective corrective action is implemented to address the immediate problem and prevent reoccurrence. Examples are: -

- Monthly routine maintenance achievement below specified controlled targets
- Troublesome systems in respect of false alarms
- Unsatisfactory installation standards revealed by internal (and/or external) audits
- Unacceptable response times for emergency call outs
- Customer complaints

Reference Procedure: PR23 – Corrective and Preventive Action

8.5.3 Preventive Action

Potential for non-conformance is identified where possible and actions taken to eliminate the risk or reduce it to a tolerable level. Example of this pro-active approach includes:

- Ensuring the ongoing availability of resources to meet the routine maintenance schedule
- Reacting to information received concerning problems arising with communication technologies.
- Implementing effective training programmes in the use of new items of equipment.

Reference Procedure: PR23 – Corrective and Preventive Action