ISO 9001 –
Quality Management Policy
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1. INTRODUCTION

This document is the Quality Manual of Eaton Electrical Limited and for the purpose of this manual will be referred to as ‘Eaton Electrical Limited’.

The Quality Manual is the property of Eaton Electrical Limited and is a controlled document.

The purpose of the Quality Manual is to provide an overview of Eaton Electrical Limited, the activities it carries out and the quality standards of operation it conforms to.

It is not designed to act as a procedures manual, although it does carry information about where procedures information is located and the detailed information on documentation requirements for essential procedures e.g. document control, control of records, internal audit, etc.
2. THE ISSUE STATUS

The issue status is indicated by the version number in the footer of this document. It identifies the issue status of this Quality Manual.

When any part of this Quality Manual is amended, a record is made in the Quality Manual Amendment Log shown below.

The Quality Manual can be fully revised and re-issued at the discretion of the Management Team.

Please note that this Quality Manual is only valid on day of printing.

<table>
<thead>
<tr>
<th>Issue</th>
<th>Page(s)</th>
<th>Issue Date</th>
<th>Additions/Alterations</th>
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<td>08/08/2013</td>
<td>Quality Manual First Authorised Issue</td>
<td>LC</td>
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<tr>
<td>2.0</td>
<td>01/08/2014</td>
<td>Updated Controlled Docs, revised organisation chart</td>
<td>LC</td>
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<td>3.0</td>
<td>15/18 22/01/2015</td>
<td>Added IT details, Revised process flowchart</td>
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<td>5.0</td>
<td>0/17   07/01/2016</td>
<td>Updated Cover and Organisation Structure</td>
<td>LC</td>
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3. THE QUALITY POLICY

It is the policy of the company to maintain a quality system designed to meet the requirements of ISO9001:2008 in pursuit of its primary objectives.

The company’s Quality Manual defines our quality objectives and key procedures.

Our Approach To Quality

Our work is quality assured and approved to meet or surpass the latest standards of health and safety, technical and environmental practice.

We are a member of the ‘NICEIC and the ECA’ industry bodies, providing external endorsement of our workmanship.

We take the same approach to all projects we are awarded and ensure that all work is of the highest possible standard. Our experience in all areas of the business means we can use fresh ideas to find innovative solutions, in order to guarantee customer satisfaction.

Customer service is an essential part of the quality process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and its impact on customer service.

To ensure the company maintains its awareness for continuous improvement, the quality system is regularly reviewed and is subject to annual audit.

The requirements of the company’s quality system are mandatory and all company personnel have a responsibility and obligation to it.

Managing Director

[Signature]

William Eaton
4. OVERVIEW OF EATON ELECTRICAL LIMITED


Our Experience

From our base in the East Midlands we have been providing electrical contracting, electrical design & building maintenance services around the country for well over 20 years. Our vast experience, innovative approach and concise technical knowledge have resulted in us becoming one of the foremost electrical contractors in the county. Every member of our team is a registered 17th edition electrician or registered apprentice, qualified to fit every project to the highest possible standards.

Our Commitment

We aim to provide a single solution for all Electrical Design, Installation, Verification and maintenance requirements. We will surpass our customer’s expectations and provide an industry leading standard of customer service.

Our Future

Moving forward, our ambition is to build on our reputation and growth through repeat business and new clients in the Industrial, Commercial, Educational, Medical, Retail and Leisure sectors. Through investment and support in our staff, we will ensure the future success of the company for years to come.
5. THE SCOPE OF REGISTRATION

Electrical design, installation & maintenance contractors primarily to the commercial sector.

EXCLUSIONS

None
6. OUR QUALITY OBJECTIVES

Our objectives are consistent with our policy, built into our business plan 2015 and are then disseminated to each department / function for incorporation into their management roles.

Each department is responsible for delivering its objectives and this is monitored via individual appraisals, team meetings and management reviews.

Objectives are based on our business requirements inclusive of our key deliverables to both internal functions and our customers throughout our service realisation process.

We aim to provide a professional and ethical service to our clients. In order to demonstrate our intentions, we have identified the following Quality Objectives.

- We will endeavour to deliver our services to specification 100% of the time
- We will endeavour to deliver our services on time 100% of the time
- We will endeavour to deliver our services to the price quoted 100% of the time
- We will endeavour to make a profitable return on our activities in order to fund ongoing development and growth
- Our Management Team will analyse customer feedback data, internal performance data, financial performance data and business performance data to ensure that our Quality Objectives are being met
- We will conduct our business in an ethical and professional manner
- We will endeavour to satisfy our clients’ requirements and get things right first time
- Should we make a mistake, we will admit it and rectify the situation as quickly as possible

Our process of Measurement, Analysis and Improvement to support the above has been illustrated in section 10 of this document.

7. MANAGEMENT RESPONSIBILITY

The management structure of Eaton Electrical Limited is shown as an organisation chart (see Appendix 1) the chart shows functional relationships and responsibilities.
Management ensures:-

- The company has a designated Quality Representative who is responsible for the maintenance and review of the Quality Management System.

- That the ongoing activities of Eaton Electrical Limited are reviewed regularly and that any required corrective action is adequately implemented and reviewed to establish an effective preventative process.

- Measurement of our performance against our declared Quality Objectives.

- Employees have the necessary training, skills and equipment to effectively carry out their work.

- Internal audits are conducted regularly to review progress and assist in the improvement of processes and procedures.

- Quality Objectives are reviewed, and if necessary amended, at regular Review meetings and the performance communicated to all staff.
8. RESOURCES

a. HUMAN RESOURCES

All employees have the training and skills needed to meet their job requirements. All employees are monitored on an ongoing basis to identify any training and development needs.

The recruitment process flowchart ‘Human Resource Management’ Quality Process QP01 is detailed in the Procedures Manual

b. INFRASTRUCTURE

All of our administration is conducted at our Head Office. This includes:

- Management of financial matters
- Handling of client orders
- Personnel records

c. CONTROL OF MONITORING AND MEASURING EQUIPMENT

We own/use test equipment that requires periodical servicing/calibration to ensure readings remain accurate. A record by type and serial number is held in our system.
9. PRODUCT REALISATION

a. PLANNING OF PRODUCT REALISATION

Eaton Electrical Limited is responsible for the planning and delivery of its services. We work closely with our partner suppliers and customers to satisfy mutual requirements.

We have a flow chart to illustrate our core business process which is maintained by our Quality Management Representative (see Appendix 2).

9.2 COMPLAINT MANAGEMENT

As part of our ongoing commitment to providing excellent service, we have a policy of dealing with all complaints to the satisfaction of the complainant.

Any complaint received is initially recorded on a Complaints Report and handled by the manager responsible for the job in question. Should the complaint not be resolved to the complainant’s satisfaction, our escalation procedure means that it is then immediately referred to the Managing Director.

We recognise that despite having robust quality control procedures in place we may still encounter problems which generate complaints and we ensure that in such cases records are kept (including any correspondence).

Details of any complaints are recorded in the company’s Action Log that is located in the ISO folder.
9.4 PURCHASING

All major supplies are subject to an authorised Purchase Order providing full clarification of the type and extent of supply. Only the Contracts Manager, Project Manager & Managing Director can issue Purchase orders.

Suppliers of products, materials and services, where unspecified by a customer contract, are selected on their ability to meet the company's requirements given due consideration to the quality, statutory obligations, timescale and cost. A list of approved suppliers is maintained on the company’s accounting software and is compiled on the following criteria:-

- Previous performance in supplying to similar specifications and requirements.
- Recommendation by other similar purchasers or manufacturers of equipment.
- A trial order and evaluation of performance.
- The quality of the goods or services
- Delivering on schedule
- Credibility
- Lead time
- Meeting customers’ requirements

9.3.1 The majority of Company purchases are made from suppliers with whom the Company has a record of satisfactory supply.

9.3.2 Our purchases are made via the use of Purchase Orders. Supplier invoices are checked against Purchase Orders before being authorised for payment.

9.3.3 Material/service purchases are either consumables or for a specific Customer’s Contract/Order.

9.3.4 A supplier is required to supply to the specification, quantity and price as specified on the Purchase Order.

9.3.5 Purchase orders are faxed, emailed, written or telephoned. Where orders are placed by telephone, the order details are recorded. A copy of all purchase orders for specific contracts/orders is retained in the company’s financial software.

9.3.6 Minor supply purchases that include items such as general office consumables are not subject to a Purchase Order. These supplies can only be ordered by an employee who has been duly authorised to do so by the Managing Director.

9.3.7 All supplies are reconciled to the delivery note and any discrepancies are resolved with the supplier and recorded as part of the supplier assessment process.

Should a supplier, not appearing on the Approved Suppliers List be proposed, they will be analysed by capability and subject to acceptance on the authority of the Managing Director.
10. MEASUREMENT, ANALYSIS AND IMPROVEMENT

The flow chart below shows our ‘Measure, Analyse and Improve’ Quality Process.

- Define Policy
- Establish Objectives
- Define Processes
- Implement Processes
- Realise Product
- Collect Data
- Measure Analyse
- Objective(s) Achieved
- Corrective Action

Overall intentions and direction of the company
Targets aimed for
Sets of activities, to achieve objectives

Report at Management Review

Company Action Log
OP01 Internal Audits
OP2 Customer Feedback
a. **MEASUREMENT**

The Company Quality & Environmental Action Log and Internal Audits support the Quality Manual and also define the actions required to generate relevant data for analysis. Data is collected from, but not restricted to:

a. Company Action Log – OP01
b. Internal Audits – OP02
c. Client Feedback

b. **ANALYSIS**

The data is collated and analysed to determine:

- The ability to achieve the Quality Objectives
- The ability to satisfy client requirements
- Customer and staff perception of the company
- The effectiveness and efficiency of the company’s personnel.
- The effectiveness and efficiency of the quality system
- The level of performance achieved/required

c. **IMPROVEMENT**

The Agenda for the regular Management Review meetings shall include, but not be restricted to:

- Follow-up from previous meetings
- Review of company Quality Policy
- Review and setting of Quality Objectives/Customer Survey
- Action Log entries and follow-up actions
- Customer Feedback
- Audit Results
- Process Performance
- Staff Performance
- Changes that could affect the quality system
- Recommendations to improve the quality system and their implementation
11. OFFICE PROCEDURES

11.1 OP01 - CORRECTIVE/PREVENTATIVE ACTION & CONTROL OF NON CONFORMING PRODUCT

Purpose

1. The Eaton Electrical Limited Quality Management Action Log is used to identify non-conformances and any actual or potential shortfalls in quality standards or internal processes/procedures, suggest improvements and track any actions to ensure improvements have taken place, or potential problems are avoided.

Steps

2. The Quality Representative maintains and monitors the Action Log.

3. If any person discovers a shortfall, or potential shortfall in the written processes/procedures or a problem in the practical application of them, the details must be documented in the Action Log. The relevant person who is responsible for the action is informed. Action required as a result of Customer Feedback, Customer Complaint or Management Review is also logged and tracked via the company Action Log.

4. Each entry in the Action Log to include:
   a. Sequential numbering
   b. Person/Date recorded
   c. Overview of the issue, problem or concern
   d. Person responsible
   e. Action taken
   f. Date completed
   g. Initialled when complete

Responsibility

The Quality Representative is responsible for checking the Action Log and ensuring that people with allocated responsibilities are aware of them and actions are progressing.

Once all actions on a log sheet have been completed the Quality Representative archives it as a Quality Record

Related records

Company Action Log
Management Review meeting records
11.2 OP02 – Internal Audits

Purpose
To ensure internal audits are conducted at a sufficient frequency to measure the effectiveness of the quality and environmental processes/procedures.

Responsibilities
The Quality Representative has responsibility to ensure all audits are planned, adequately communicated and executed.

The Quality Representative may conduct additional unannounced checks to ensure that all Eaton Electrical Limited staff are applying processes/procedures as required.

Scope
The scope, detail and focus of each audit are determined by previous suggestions for improvement from internal audits, management reviews and external audit suggestions, status and importance of the activity within the quality process and Eaton Electrical Limited business.

Records
An Internal Audit Report form is used to track the overall scope of the audit against the quality criteria. All criteria are checked over a one-year period. An observation is completed for each audit activity, which details the type of check conducted, an overview of audit findings, and any items requiring further review.

Suggestion for improvement and actions will be communicated by the Quality Representative, to the person responsible for action and recorded on the company Quality & Environmental Action Log (see OP01 Action Log).
11.3 OP03 – Control of Records

Purpose
To define those records that are deemed as Quality. These records will be stored in clearly marked folders or electronic files. All records must be recorded and tracked for reference and audit purposes.

Responsibility
The Quality Representative is responsible for the maintenance of records.

Procedure
11.3.1 Records are normally electronically stored & protected detailing:
   a) The record.
   b) The period of retention (if applicable).
11.3.2 Records are signed and dated as appropriate.
11.3.3 Records are discarded after the minimum storage period regularly reviewed by the Directors:
   - Contract Documentation – 8 Years.
   - Human Resource Records – 5 Years while employed and 1 year after end of employment.
   - Documentation generated from the Quality Management system – 3 Years.
   - Accounts Records – 8 Years.

Computerised Records
Computer records are identified by suitable file name and/or folder and are backed up on a daily basis and back-ups are taken off site and are regularly tested.

Our other software systems are maintained by an Ian Knowlse Computer Services, 01509 416218 under a Service Level Agreement (SLA) and are also backed-up.
11.4 OP04 – DOCUMENT CONTROL

Purpose
To ensure that all internal and external documents subject to revision and necessary for the administration of the Quality System are controlled.

Responsibility
The Quality Representative is responsible for the authorisation and control of documents.

Procedure
11.4.1 Internal and external controlled documents are electronically stored and protected detailing:
   The document
   The revision status.

11.4.2 The revision of documents is identified on the document and electronic file.

11.4.3 Obsolete documents are destroyed or marked “Reference only”.

Document Control
11.4.4 The Version Number each controlled document is recorded at the bottom of each page

11.4.5 A record of any amendment detail is recorded on the List of controlled documents

11.4.6 Uncontrolled copies of the documented system are marked “Uncontrolled”.

12. APPENDIX 1 – ORGANISATION CHART

William Eaton
Managing Director/H&S
Responsible Person

Financial Director
Joe Eaton

Contracts Manager/Quality
Representative/Environmental Representative
Luke Czerpak

Project Manager/Health & Safety
Manager
Andrew Hopewell

Project Manager/NIC Qualified
Supervisor
Jamie Dowse

Approved
Electrician
Stuart Ould

Electrician

Subcontract
Electrician

Electrical
Improver

Electrical
Apprentice
13. APPENDIX 2 – JOB PROCESS FLOWCHART

Enquiry Arrives

Job Folder Initiated

Survey Carried Out

Quotation prepared and dispatched

Quotation Chased

Purchase order received, job activated

Materials Procurement

Testing certificates prepared

Project pack prepared and issued

RAMS pack prepared and issued

Pre start job induction at Eaton premises

Arrival on site

Site induction/RAMS signed

Complete job to required specification

Complete testing

Complete job completion documentation (to be signed by client)

Paperwork handed into office

O&M manual / Certificates issued to client

Invoice sent to client

Feedback survey issued to client

EOM manual / Certificates issued to client

EOM survey to client

Client interview

Multiple quality visits to site during project by supervisor (dependant on size of project)

Ends

- Project Manager
- Lead Engineer
- QS
- Compliance Manager
- Accounts