



Valley Fire & Security Ltd

QP00 QMS Policy Manual V1 2024

To the requirements of ISO 9001:2015

Valley Fire And Security Ltd is a company registered in England & Wales.

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1. Circulation List

This Quality Management System (QMS) Policy Manual is a controlled document. Steve Atkinson and Top Management must ensure that all amendments are circulated and obsolete copies removed and filed. The QMS Policy Manual is held on the server and controlled as a read only document. Hard copies used for training and internal auditing are controlled and distributed as follows.

Copy No.1

Holder Steve Atkinson Compliance Manage

2. Amendment History

This manual is amended and revisions distributed to the named holders. The history of amendments and the issue of revisions are recorded below.

Date	Version	Created By	Description of Change
19/6/2024	1	Steve Atkinson	Initial Release

Copies of this document other than those listed above will not be revised; such copies will be marked as **UNCONTROLLED**.

3. Introduction

Valley Fire & Security Ltd are based in Barkisland Nr Elland, supplying security and fire protection services across the UK since 2014.

In order to help us to deliver and indeed provide the very best quality products and services in the marketplace to our customers, we have established, documented, and maintain a Quality Management System that has been planned and developed to meet the requirements of the internationally recognised quality standard ISO 9001:2015.

We have identified all the core and support processes that are crucial to the operation of our business and have determined the sequence of these operations, their interaction, and the methods and criteria required to effectively operate and control them. All the information required to support and monitor these processes has been identified & documented and is made readily available to our personnel through the provision of relevant procedures, work instructions, forms, documentation or other methodologies.

Valley Fire & Security Ltd monitors, measures, and analyses its business processes, and takes any action necessary to optimise the planned outputs and provides for continuous improvement in its Quality Management Systems' performance and compliance. Conformance to the Quality Management System standard ISO 9001:2015, relevant legislation, industry specific and customer requirements are primarily measured by internal compliance checks, internal audits, and external audits conducted by the SSAIB, BAFE, FIA and our customers.

The content of the Quality Policies herein, the performance of the Quality Management System, and delivery against our quality objectives are reviewed, amended, documented, approved, and communicated on or at least an annual basis as part of the Management Review meeting schedule. Minimum agenda items for such meetings include:

- Review of previous minutes and actions arising thereof
- Results of internal audits and evaluation of compliance with relevant legislation, customer requirements and industry specific standards
- Communications including feedback & complaints from suppliers, customers, sub-contractors and other interested parties
- Performance against the quality, environmental, and health and safety objectives
- Any changes to business operations or legislation that may impact on the Quality Management System
- Recommendations for improvement

The ultimate responsibility for the Quality Management System rests with Steve Atkinson, herein known as the Branch Manager throughout. However, compliance is the responsibility of all our employees, and it is therefore a prerequisite of employment that all personnel follow relevant procedures and work instructions.

The key purpose of this Manual is to provide a guide to Valley Fire & Security Ltd's Quality Management System for its employees, customers, and internal & external assessors.

The scope of this QMS Manual covers all of Valley Fire & Security Ltd's business processes that impact upon the delivery of Service.

4. Context

4.1 Understanding the organisation and its conte

Valley Fire & Security operates as a Limited Company, registered with Companies House in the United Kingdom, limited solely by the distribution of its share capital. The core focus of Valley Fire & Security's services are to provide the design, supply, installation and maintenance of Security and Fire Protection Services. There are a number of external and internal factors that can influence Valley Fire & Security Ltd's ability to provide these services, including:

- Sufficient financial resources.
- Valley Fire & Security Ltd's success in securing and retaining customer contracts.
- The availability of operational premises.
- Perceived customer satisfaction.
- The variable nature of benefits/challenges presented by customer requirements.
- Consistency within availability/competence of Valley Fire & Security Ltd's own personnel.
- Performance of Valley Fire & Security Ltd's operating IT and communication systems.

There will of course be other external and internal factors that influence Valley Fire & Security Ltd's Quality Management System; the above list is intended to outline the core issues and is not to be considered exhaustive.

For further definition of Valley Fire & Security Ltd's activities, functions, products, services, partnerships, supply chains, relationships with interested parties etc., see 4.3 Scope.

All of Valley Fire & Security Ltd's quality policies and objectives are aligned to focus on the delivery of quality products and services to our customers. As per sections 5.2 (Policy statement) and 6.2 (Objectives), the purpose of Valley Fire & Security Ltd's Quality Management System (QMS) is to fully and reliably provide these products and services, and to meet the needs and expectations of all customers and interested parties.

When undertaking new business initiatives and developments, a measured amount of risk will be inherent for a forward thinking organisation such as Valley Fire & Security Ltd. The services provided to our customers, stakeholders, and interested parties alike must be based upon the application of reliable risk mitigation methods and solutions to ensure levels of service and satisfaction are not inadvertently disrupted, and that any subsequent opportunities presented by the analysis of such risks are identified and acted upon to continually improve the quality our products and services accordingly.

4.2 Understanding the needs and expectations of interested parties

Valley Fire & Security Ltd recognises all stakeholders and interested parties relevant to its Quality Management System and their effect on 24 Fire & Security's ability to provide products and services that meet not only their requirements, but also those of a statutory and regulatory nature.

Valley Fire & Security Ltd's stakeholders include:

- Customers
- Valley Fire & Security Ltd management, staff, subcontractors and visitors
- Investors
- Regulatory and Government bodies (Where applicable legislation exists.)
- External Providers of products and services.
- Local Businesses
- Our Landlord
- Investors in Education that support us (Huddersfield University)

There are a number of legal and regulatory requirements within Valley Fire & Security Ltd's field of operation. The following list, although not exhaustive, represents the external legislation to which Valley Fire & Security Ltd subscribes:

- The Health & Safety at Work etc. Act 1974 (*and subsequent underpinning regulations.*)
- The Management of Health & Safety at Work Regulations 1999
- BS5839 – 2017
- BS7671

4.3 Determining the scope of the Quality Management System

The scope of Valley Fire & Security Ltd's Quality Management System is:

“The provision of Security and Fire Protection Services throughout the UK”

In determining the scope of its activities in conjunction with external and internal issues, the needs and expectations of all internal parties (See 4.1 & 4.2 respectively), and the products Valley Fire &

Security Ltd offers, Valley Fire & Security has identified the following clauses of ISO 9001:2015 as not being applicable to its activities:

4.3 Design and development of **products**: Valley Fire & Security Ltd is not involved in any design and development activities.

However, Valley Fire & Security Ltd Design **Systems to** SP203 Module 1 System Design Clause 6

4.4 Quality management system and its processes

Valley Fire & Security Ltd has established a process based QMS in order to ensure that the company:

- Meets or exceed the requirements and expectations of its customers.
- Continuously monitors, measures and improves customer satisfaction.
- Continuously monitors, measures and improves performance.

Through meeting these objectives, Valley Fire & Security Ltd seeks to manage the effective implementation of their products and services.

The QMS is designed to assist with the identification, interaction, control, monitoring, analysis and improvement of all key business processes. These key processes are managed to ensure:

- Conforming services are delivered.
- Control methodologies are in place and effective.
- Adequate resources are available (including competent personnel).
- Nonconformities are prevented.
- Measurable quality objectives are satisfied.

The effectiveness of the QMS is regularly audited, reviewed and improved in accordance with ISO 9001:2015, and the needs of the business.

Where processes are outsourced (e.g. Management system consultancy, Health & Safety support etc.), appropriate control over these processes is implemented. This includes vendor evaluation and selection, product and service verification and subcontractor monitoring/feedback.

5. Leadership

5.1 Leadership and commitment

5.1.1 General

Management commitment to the development, implementation and improvement of the management system is demonstrable through the continual communication of quality requirements, establishing and support of quality policy and objectives, the full participation in Management Reviews, and the provision of appropriate resources.

5.1.2 Customer focus

Customer satisfaction is monitored and enhanced through ensuring customer requirements for the services offered are determined and understood (whether fully specified or not.) Customer satisfaction is monitored using appropriate and documented measures.

5.2 Quality Policy

5.2.1 Establishing the quality policy

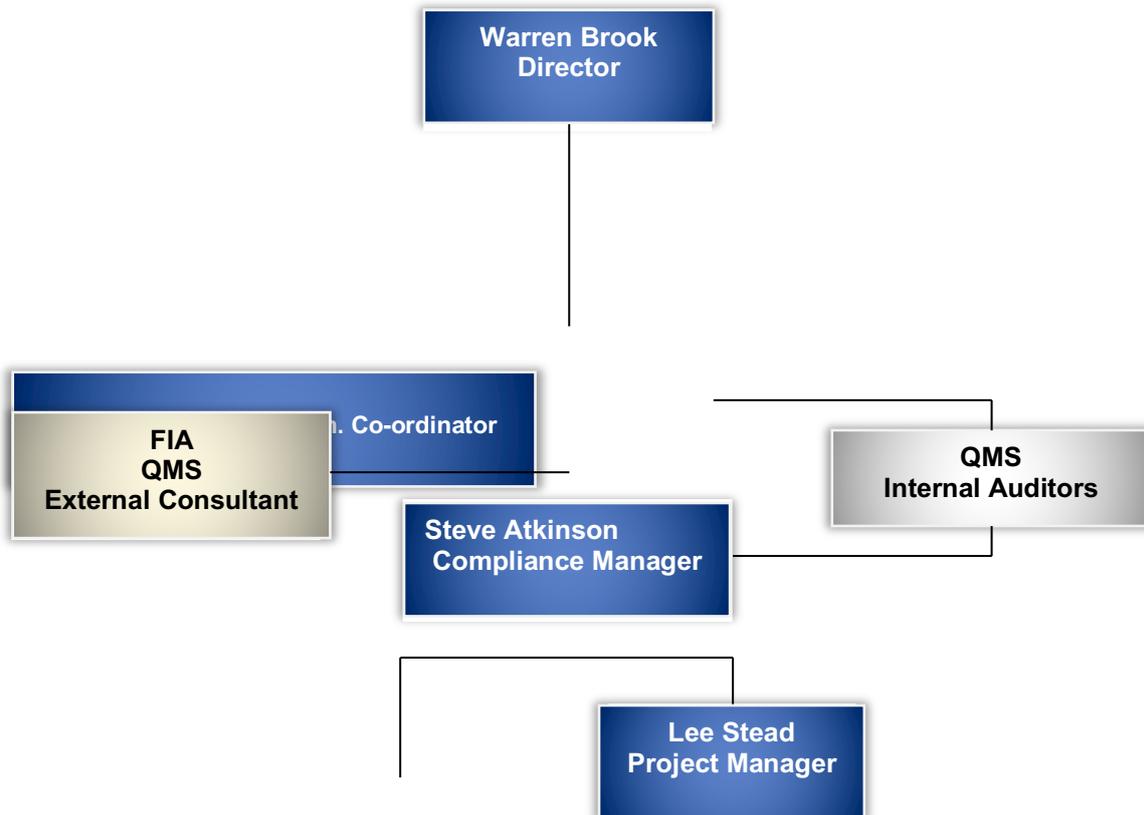
A Quality Policy has been produced, reviewed and approved to ensure it is appropriate to the business, demonstrates commitment to the achievement of quality and supports continual improvement. The policy is also used to provide a framework for measurable quality objectives.

5.2.2 Communicating the quality policy

The quality policy is presented in Appendix 1, and a signed copy of this policy statement is displayed and communicated to all staff via notice boards, email, induction training. The policy is reviewed at periodic (At least annually) Management Review meetings.

5.3 Organisational roles, responsibilities and authorities

Managerial Organisation Chart



The responsibilities of key staff are generally defined by job role description/contract of employment. Core responsibilities are detailed below. Individual operational responsibilities of other personnel are defined in the relevant operational procedures.

Managing Director

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Valley Fire & Security Ltd's Managing Director is Warren Brook who is ultimately responsible for quality of service delivery and ensuring all Company employees are aware of the Company's Quality Policy. Responsibilities include the following:

- Establishing the long-term strategy and policy for the company's operations.
- Ensuring that the company has the competence and resources to fulfil its business and management system objectives, and to deliver against the agreed strategy.
- Monitoring, measurement, analysis, review and improvement of the performance of the company's operations against the core measurable quality objectives, and against the overall company objectives.
- Health & Safety as defined within the company Health & Safety Policy.
- Personnel/provision of adequate resources.

Warren Brook is jointly responsible with Lee Stead our Project Manager for the operational activities both within the company and on-site locations. This includes quality of work, allocation of suitably trained and qualified staff, adherence to set procedures, co-ordination of all site related activities/requirements, including Health & Safety concerns and Legislative and Regulatory requirements. Where some of the above is delegated to assigned staff, this is identified in related procedures.

Purchasing

The Purchasing Team are responsible for all purchasing and purchase related activities. This includes; office/general consumables, Health & Safety standard issue items (clothing, PPE etc.), subcontract services, supplier evaluation, and the integrity, storage and stock control of deliverables.

Health & Safety

Our Compliance Manager Steve Atkinson is responsible for:

- Implementation of the company's Health & Safety regime as dictated by legislative directives.
- Ensuring safe working practices are satisfactorily implemented and supervised as appropriate to individuals understanding and training.
- Undertaking of site risk assessments.
- Investigating, recording and reporting services related accidents, near misses and individuals ill health potentially resulting from work undertaken.
- Establishing continuous dialogue with employees with respect to Health & Safety concerns, issues and in-house training, and the maintenance of records to support such undertakings.
- Ensuring Health & Safety directives are followed.
- Advising senior management and concerned parties of changes in Health & Safety legislation, codes of practice and industrial related standards.
- Reporting details of accidents, dangerous occurrences or diseases that are notifiable to the enforcing authority.
- Liaising with external consultants on Health & Safety issues which may be detrimental to the staff or company.
- Liaising with external organisations, including emergency services etc., as applicable.
- The maintenance of a schedule of statutory examinations of plant and equipment and informing managers of impending examinations.
- The maintenance and calibration of Health & Safety equipment etc.

Engineering Director (Currently Warren Brook dual role)

The Engineering Directors responsible for the general upkeep of company vehicles and utilities to ensure ongoing roadworthiness. Scheduling six-weekly vehicle checks and recording/reporting concerns identified. They are also responsible for raising purchase requests for appropriation of spares/vehicle requirements.

Note: Major defects/maintenance requirements are subcontracted to main dealerships as applicable to job requirements.

Engineers

Engineers are responsible for undertaking assignments as defined/directed by the issue of job sheets and conforming to site/client directives including specified Health & Safety constraints/directives. They are also responsible for the completion of all site related documentation specific to the job/driver activities. Engineers are also responsible for the daily roadworthiness of assigned vehicle and auxiliary service equipment as per the statutory rules laid down by the Vehicle Inspectorate Department for Transport (VOSA). Identified concerns are recorded and notified to the appropriate manager for rectification.

Quality Auditor (Currently Steve Atkinson dual role)

The Quality Auditor is responsible for auditing of management system processes and reporting audit findings to Warren Brook Managing Director and Top Management.

Employees

It is the duty of all employees to act within the legal responsibilities imposed upon them and the company Quality Policy. All employees are to be familiar with the environmental policies and procedures of the company.

Visitors/Business Partners

Visitors/business partners are made aware of the Quality Management System, company policy and procedures. During their time on Valley Fire & Security Ltd's sites, all visitors are to conduct their business with due consideration to create a minimum impact on the environment and observe our Quality Policy.

Additional responsibilities are described in the company quality procedures, as listed in Appendix 1 of this manual. Appropriate resource will be made available essential to the implementation, maintenance and improvement of the Quality Management System. The company structure is documented in an organisation chart located on the network.

6. Planning

6.1 Actions to address risks and opportunities

All risks and any identified subsequent opportunities are identified as per procedure QP11 Risk Assessment Procedure.

6.2 Quality objectives and planning to achieve them

Measurable objectives have been formulated and communicated to all personnel as appropriate. Procedures, processes and management system controls have been developed to help ensure that

these objectives are met. The results of management system effectiveness and customer satisfaction monitoring is analysed and reviewed in conjunction with these objectives.

See QP10 Quality Objectives, Targets and Programmes.

6.3 Planning of changes

Planning activities are undertaken to ensure the requirements for quality will be met through the implementation and continual improvement of the management system. This includes maintaining the integrity of the system during any significant changes, and through consultation at management meetings and Management Review.

6.4 Daily Weekly Monthly Planning of Work

These functions are jointly delivered by Lee Stead Project Manager and Charlotte Manson our Administration Co-ordinator using Joblogic as detailed in Section

7. Support

7.1 Resources

7.1.1 General

Senior management are responsible for providing the necessary resources in terms of both personnel and equipment to ensure that the processes outlined in the QMS are carried out throughout the entire service realisation process

The Admin. Co-ordinator play a supporting role in policing the QMS Policy

Trained auditors are used to ensure that the QMS is followed and that improvements that enhance customer satisfaction are carried out in a controlled manner.

Auditing is carried out by personnel independent of the process being assessed.

7.1.2 People

The company has a recruitment policy in place to assist in attracting and retaining staff with the right technical and interpersonal skills to ensure customer requirements can be met.

7.1.3 Infrastructure

All functional areas are provided with the infrastructure required to achieve conformity to business and quality requirements. This includes buildings, workspace, equipment, vehicles, communications, information systems and supporting services.

The suitability of buildings, equipment, plant, machinery and workspace is reviewed during Management Review and periodic internal management meetings.

7.1.4 Environment for the operation of processes

Appropriate working environments have been considered and implemented in achieving service conformity. These include appropriate office space, IT infrastructure, utilities and facilities. Health & Safety issues are considered and appropriate practices implemented to ensure safe working conditions.

7.1.5 Monitoring and measuring resources

7.1.5.1 General

All equipment/vehicles used for Valley Fire & Security Ltd purposes are subject to ongoing inspection, measuring and testing to demonstrate conformance to the service processes, ensuring they are adequately controlled and calibrated where appropriate.

All vehicles and associated equipment are checked prior to use to ensure satisfactory status/fitness for purpose.

7.1.5.2 Measurement traceability

Where appropriate, calibration is traceable to National or International Standards and the calibration status identified. When the equipment fails, the validity of the use prior to this is assessed and appropriate actions taken.

Further details are given in procedure QP12 Control of Equipment.

7.1.6 Organisational knowledge

Through direct daily working contact within the Security & Fire sector, Valley Fire & Security Ltd's management team become aware of forthcoming changes in legal and regulatory legislation which may affect operational requirements pertinent to the provision of quality products and services via industry related publications, websites, and advice received from external consultancy where appropriate. Such issues are presented and discussed during senior management meetings, and at annual Management Review. Implementation of responses to changes in governance is planned and coordinated by Warren Brook Managing Director and Top Management where appropriate.

7.2 Competence

It is Valley Fire & Security Ltd's policy that personnel performing work affecting quality are competent based on appropriate education, training, skills and experience. This is verified through audit and review, and is recorded as appropriate on the Skills Matrix & Personal File.

The resource and competency requirements for tasks or roles that affect quality are evaluated and recorded by way of job descriptions/contracts of employment and the relevant quality records i.e. skills matrices and training and personnel records. The effectiveness of training carried out is recorded and evaluated through the competence that has been achieved.

NOTE: Conformity to product or service requirements may be affected directly or indirectly by personnel performing any task within the Quality Management System.

7.3 Awareness

Training is available for all employees and is planned and recorded by the use of skills matrices/individual training records. The effectiveness of both internal and external training is evaluated and recorded, and subsequent corrective actions are implemented as required.

All new employees are taken through an induction process to comply with quality requirements. The induction also covers company background, facility and materials/service awareness and customer familiarisation.

A review of training effectiveness and ongoing requirements is carried out at least annually and training records are maintained.

Control of the training process is in accordance with procedure QP04 Resource Management.

7.4 Communication

Warren Brook and Top Management will ensure that information regarding the performance and effectiveness of the Management System is communicated throughout the organisation. Key business information, performance against targets and effectiveness of the QMS is communicated to the Management Team at monthly meetings. This information is cascaded throughout the company as appropriate by hardcopy and electronic means.

7.5 Documented information

7.5.1 General

The majority of the company's QMS documents are stored in an electronic format on shared drives/company network. In line with this management of electronic documents, a computer backup system is used to provide appropriate document and data protection.

Changes to controlled documents are made in accordance with QP01. A register is kept for all controlled documents and hard copies of the Manual and associated procedures/process documents are maintained as reference controlled copies.

7.5.2 Creating and updating

All controlled documents and records are approved, reviewed, updated, and controlled in accordance with QP01 Control of Documents Procedure and QP02 Control of Records Procedure. Only the latest issue of any document is maintained. If it is necessary to hold superseded documents, these will be identified accordingly.

7.5.3 Control of documented information

Documents, records and data that provide evidence of conformance to requirements and the effective operation of the quality of products and services are controlled in accordance with QP01 Control of Documents Procedure and QP02 Control of Records Procedure.

All documents and records are stored in either hard or soft copy for the retention period specified. This retention period is based on business, regulatory and customer requirements. The data is stored in such a way as to allow easy cross-reference and retrieval, with key records stored on computer systems being backed up periodically through Valley Fire & Security Ltd's IT facilities.

Where process documents are more widely distributed as controlled copies (e.g. Work Instructions), these are logged and updated in a controlled manner through a Register of Controlled Documents.

Documents of external origin determined by the organisation to be necessary for the planning and operation of the QMS are also appropriately controlled.

8. Operation

8.1 Operational planning and control

Planning of product and service realisation is carried out at the initial phase of a major contract or the introduction of a product and/or service. This process may include the review and planning of quality objectives and requirements for the product/service, and the documents and resources required. The planning of product and service realisation also includes the required verification, validation, monitoring, measurement, inspection and test activities specific to the service and the criteria for output material acceptance.

For any major new projects, project management activities and planning is carried out during the concept phase of a project.

8.2 Requirements for products and services

8.2.1 Customer communication

Capability, facility and service information is supplied to customers via web site, brochures, email and through direct sales/personal contacts.

Communications such as enquiries, quotes, orders and amendment details are appropriately stored and identified by customer and contract number.

Customer feedback is proactively sought via direct contact and satisfaction monitoring.

Complaints are documented and recorded in accordance with QP09 Monitoring, Measurement and Improvement.

8.2.2 Determining the requirements for products and services

Valley Fire & Security Ltd review all enquiries, orders and contracts received from customers to ensure that their requirements can be met in full and any ambiguities resolved. This determination and capture of product and service requirements includes the clarification and agreement of customer requirements including activity scope and service requirements. Any requirements not specified by the customer but necessary for product or service implementation or compliance with any related statutory and regulatory requirements are also considered to be a part of this process.

8.2.3 Review of the requirements for products and services

All customer orders/contracts are reviewed to ensure that service, quantity and delivery requirements can be satisfied. Goods received as part of an existing contract are reviewed to ensure

alignment with existing enquiries or orders. Any conflict with standard operational processes is referred back to the customer for resolution.

Orders or enquiries for new or non-standard services are reviewed and referred to Warren Brook to establish whether current processes and controls are suitable.

Further details are given in procedure QP05 Customer Processes.

8.2.4 Changes to requirements for products and services

Any changes to order requirements are reviewed and communicated to other functions within the company. Records of these reviews are maintained.

See QP05 Customer processes.

8.3 Design and development of products

Valley Fire & Security Ltd is not engaged in the Design of **Products**. See 4.3 for further information about **SYSTEM** Design

8.4 Control of externally provided processes, products and services

8.4.1 General

Suppliers and subcontractors are selected on their ability to provide quality goods and services, delivered on time and at the right price.

Subcontractors are reviewed on an annual basis to establish their suitability to act on Valley Fire & Security Ltd's behalf. Valley Fire & Security Ltd realise the importance of fostering good supplier relationships. All key suppliers have been made aware of requirements in terms of quality and regulatory requirements, delivery and price and they are encouraged to highlight any concerns they may have about meeting these requirements.

8.4.2 Type and extent of control

All suppliers, including outsource partners, are subjected to a supplier quality assurance process.

The level and depth of this process depends on the impact the supplied product or service has on service realisation. A list of approved suppliers is maintained and their performance monitored.

The criteria for selection and evaluation of suppliers are contained in the Purchasing Procedure QP06.

Suitable verification documentation is requested from suppliers as appropriate. This documentation is requested via the purchase order and can include certificates of conformity and associated data.

If required within the contract, arrangements for the customer to verify purchases and subcontracted work will be written into the purchase order.

Where appropriate, an incoming inspection will be carried out in accordance with Purchasing Procedure QP06.

8.4.3 Information for external providers

Numbered purchase orders are used for the purchase of all key goods and services. Order numbers are generated and recorded via a purchase order system.

Purchase orders contain sufficient details to accurately describe the product or services ordered, and will be supported by detailed purchasing information such as supply agreements or specifications where appropriate.

Approval of purchase orders is in accordance with Purchasing Procedure QP06.

8.5 Production and service provision

8.5.1 Control of production and service provision

Production and service provision is controlled in accordance with procedure QP07 Product and Service Provision and Operations.

8.5.2 Identification and traceability

A unique works order number identifies all work being processed and is allocated on receipt of an order. This number is recorded on all documentation associated with that order and affords traceability throughout the initial receipt/sorting to final dispatch/disposal activities as appropriate.

8.5.3 Property belonging to customers or external providers

When customer's property, site, material, samples, products etc. are made available to the company they will be treated as a supplier for the purpose of the Management System requirements.

Customer's property that is lost, damaged or otherwise unsuitable for collection/disposal is recorded and reported to the customer and senior management.

All employees are responsible for taking care of customer's property at all times. Free issue material or property is treated as if received from a supplier.

Further details of service provision, validation of processes, identification and trace-ability and customer property can be found in Product and Service Provision and Operations Procedure QP07 and associated Valley Fire & Security Ltd process documents.

8.5.4 Preservation

The procedures for the handling, storage, identification and protection of products and/or services are implemented accordingly.

Products and/or services are received, processed and despatched in an appropriate, established, safe and recognised manner to ensure that no significant damage or deterioration occurs that could result in reduction of product or service quality.

Protective garments and appropriate transfer equipment is supplied during each process stage to protect personnel and preserve the conformity of the product or service at all times.

All products and services are handled safely and carefully so that no deterioration occurs during transportation to their destination.

See procedure QP07 Product and Service Provision and Operations.

8.5.5 Post-delivery activities

Determination of output product/service level requirements include the statutory and regulatory requirements applicable to the activity and any additional requirements considered necessary by the Company. This may include post service delivery activities. Post-delivery activities may include actions under contractual obligations such as support services and supplementary services.

These services are performed under controlled conditions. This includes:

- The use of work instructions (where necessary).
- Monitoring and verification of products and services.
- Standard working methods.
- Identification of standards of acceptable work to be achieved by staff.

While the output from service provision processes are verified through subsequent monitoring or measurement, the capabilities of all service processes are regularly monitored to achieve ongoing improvement and re-validation.

See procedure QP07 Product and Service Provision and Operations.

8.5.6 Control of changes

Valley Fire & Security Ltd controls and subsequently reviews changes for the provision of its products and services where necessary and to ensure conformity with all product and service requirements. Proposed or required changes will be documented accordingly, i.e. in the Management Review minutes and corresponding procedures (QP07), and all agreed actions will be authorised by Warren Brook where appropriate.

8.6 Release of products and services

Valley Fire & Security Ltd monitors and measures the characteristics of the product to verify that product and service requirements are fulfilled. This is carried out at appropriate stages of the product and service realization process.

Measurement requirements for product and service acceptance are documented. This documentation is part of the production documentation, and includes:

- Criteria for acceptance and/or rejection,
- Where in the sequence measurement and testing operations are performed,
- A record of the measurement results with indication of acceptance or rejection.

- Any specific measurement instruments required and any specific instructions associated with their use.
- Where required to demonstrate product and service qualification the organisation ensures that records provide evidence that the product and service meets the defined requirements.

When critical items, including key characteristics, have been identified Valley Fire & Security Ltd will ensure that they are monitored and controlled in accordance with established processes.

When the organization uses sampling inspection as a means of product and service acceptance, the plan is justified on the basis of recognized statistical principles and appropriate for use.

Where products and services are released for production and service use pending completion of all required measurement and monitoring activities, it is identified and recorded to allow recall and replacement if it is subsequently found that the product or service does not meet requirements.

Evidence of conformity with the acceptance criteria is maintained. Records indicate the person authorizing the release of products and services. Product release and service delivery does not proceed until all the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority, and where applicable by the customer.

The organization ensures that documents required by the contract or order to accompany the product or service is present at delivery and is protected against loss and deterioration.

8.7 Control of nonconforming outputs

Identified nonconforming outputs, i.e. products or services, are managed in accordance with procedure QP09 Monitoring, Measurement and Improvement.

9. Performance Evaluation

9.1 Monitoring, measurement, analysis and evaluation

9.1.1 General

Monitoring, measurement, analysis and improvement activities are implemented to demonstrate conformity of processes and services from initial Customer contact through to final acceptance of implemented services/delivered products.

Monitoring, measurement, analysis and improvement processes will also be implemented to demonstrate conformity and potential improvement of the management systems. Further details are given in the procedure QP09 Monitoring, Measurement and Improvement, which includes Corrective and Preventive Action.

9.1.2 Customer satisfaction

The requirements of the customer are taken into account at all stages of service delivery, by the recording of customer acceptance, and monitoring of customer satisfaction. This is achieved by regular customer contact, monitoring of feedback and customer satisfaction surveying in accordance with Procedure QP09.

The data obtained from the above monitoring is reported in the form of metrics detailing customer satisfaction against targets set out by Management Review.

See also QP05 Customer Processes.

9.1.3 Analysis and evaluation

Appropriate data is collected and analysed to demonstrate the effectiveness of the management system processes and the evaluation of where improvements in the system can be made.

The data generated from monitoring and measurement or other relevant sources is analysed to provide performance information relating to:

- Customer satisfaction.
- Conformity of services.
- Trends/characteristics of processes/services and preventive action opportunities.
- Supplier performance.

9.2 Internal audit

Internal audits are performed periodically to verify the use and effectiveness of the quality systems. The audit programme is planned and published, taking into account the status and importance of the processes to be audited as well as previous audit results. Internal audits are carried out in accordance with Internal Audit Procedure QP08.

9.3 Management review

9.3.1 General

The continued suitability, adequacy and effectiveness of the QMS is reviewed by Senior Management at least annually. This will include an assessment of any improvement opportunities and the need for any changes to the QMS, including policy and objectives. A record of all Management Review Meetings is maintained.

9.3.2 Management review inputs

The review inputs include, but are not limited to:

- Follow up actions from previous reviews.
- Results of internal audits.
- Customer feedback, complaints and analysis.
- Process performance and service conformity.
- Status of corrective and preventive actions.
- Changes affecting the Management System.
- Improvement recommendations.

9.3.3 Management review outputs

The outputs from this review will include actions and decisions in relation to:

- Improvements in the effectiveness of the QMS.
- Required resources/training requirements.
- Required audits.
- Customer service and delivery improvements.

Further details are given in the Management Review Procedure, QP03.

10. Improvement

10.1 General

Valley Fire & Security Ltd has determined and selected opportunities for the improvement of its Quality Management System, and shall implement any actions necessary to meet and enhance its performance and perceived customer satisfaction, including improvements to its products and services, to meet all requirements and to address any future needs and expectations as appropriate, whilst making provision for correcting and preventing all undesirable external influences to ensure continual improvement of its management system and all its undertakings.

10.2 Nonconformity and corrective action

Nonconforming products and services are suitably identified by a label or marking, and segregated into a quarantine area wherever possible. Suppliers are informed of any nonconformity and details are recorded in Incident Reports which are retained and reviewed by Warren Brook. When customer complaints are received, they will be recorded, investigated and corrected to the satisfaction of the customer and the company.

Records of nonconformity are maintained and analysed as part of Management Review. Output material or service nonconformities are reviewed by authorised staff in order to determine any remedial action, and outputs are subsequently inspected.

In the event that a product/service may not fully meet specified requirements, this may be reported on a concession (Quality Report form.) Records of concessions will be held by Warren Brook, Top Management or delegate as appropriate.

Any nonconformity will be analysed to develop corrective actions that eliminate cause and prevent recurrence. Monitoring, Measurement and Improvement Procedure QP09 outlines requirements for:

- Reviewing non-conformities, including customer complaints.
- Determining the cause of non-conformities.
- Evaluating the need for action to prevent re-occurrence.
- Determining and implementing action needed.
- Recording results of action taken.
- Reviewing corrective action implemented.

Customer complaints are recorded via the Quality Reporting system and are prioritised accordingly. The effective and timely implementation of corrective actions and complaint resolution is monitored.

Further details are also contained in procedure the Monitoring, Measurement and Improvement Procedure QP09.

10.3 Continual improvement

Opportunities for continual improvement will be identified through the review of quality policy, objectives, audit results, analysis of data, corrective and preventive actions and Management Review.

Improvements are identified and implemented, and the resulting benefits are monitored and the results reported at the Management Review.

11. Associated Documented Information

Document Reference	Storage Location	Document Owner	Controls For Record Protection	Retention Period
QP01 Document Control		Warren Brook	Password protected access	3 Years
QP02 Control of Records		Warren Brook	Password protected access	3 Years
QP03 Management Review		Warren Brook	Password protected access	3 Years
QP04 Resource Management		Warren Brook	Password protected access	3 Years
QP05 Customer Processes		Warren Brook	Password protected access	3 Years
QP06 Purchasing		Warren Brook	Password protected access	3 Years
QP07 Product & Service Provision and Ops Procedure		Warren Brook	Password protected access	3 Years
QP08 Internal Auditing		Warren Brook	Password protected access	3 Years
QP09 Monitoring, Measurement and Improvement		Warren Brook	Password protected access	3 Years
QP10 Quality Objectives, Targets and Programmes		Warren Brook	Password protected access	3 Years
QP11 Risk Assessment Procedure		Warren Brook	Password protected access	3 Years
QP12 Control of Equipment		Warren Brook	Password protected access	3 Years
<i>QPnn [Title]</i>		<i>Warren Brook</i>	<i>Password protected access</i>	<i>3 Years</i>

12. Document Management

This document is valid as of 12/08/2024

The owner of this document is Warren Brook of Valley Fire & Security Ltd, who must check and, if necessary, update the document at least annually.

When evaluating the effectiveness and adequacy of this document, the following criteria need to be considered:

- Current suitability for purpose and legislative conformity against ISO 9001:2015

Warren Brook
Managing Director

Appendix 1: Quality Policy

Quality Policy

Valley Fire & Security Ltd is committed to the provision of quality products and services that fully conform to the requirements of our customers. By consistently providing products and services that meet or exceed customer expectations we will promote customer satisfaction and in turn achieve business success. This is achieved through the consistent application of a quality system, the main objectives of which are to:

- Get things right first time, every time;
- continually improve the quality of our products and services;
- maintain good working relationships with customers and suppliers;
- maintain employees' understanding regarding the quality system;
- promote an environment of continual improvement in all aspects of the Company's operations.

This requires the adoption of procedures throughout the Company that are focused on meeting each department's customer requirements. This is achieved by:

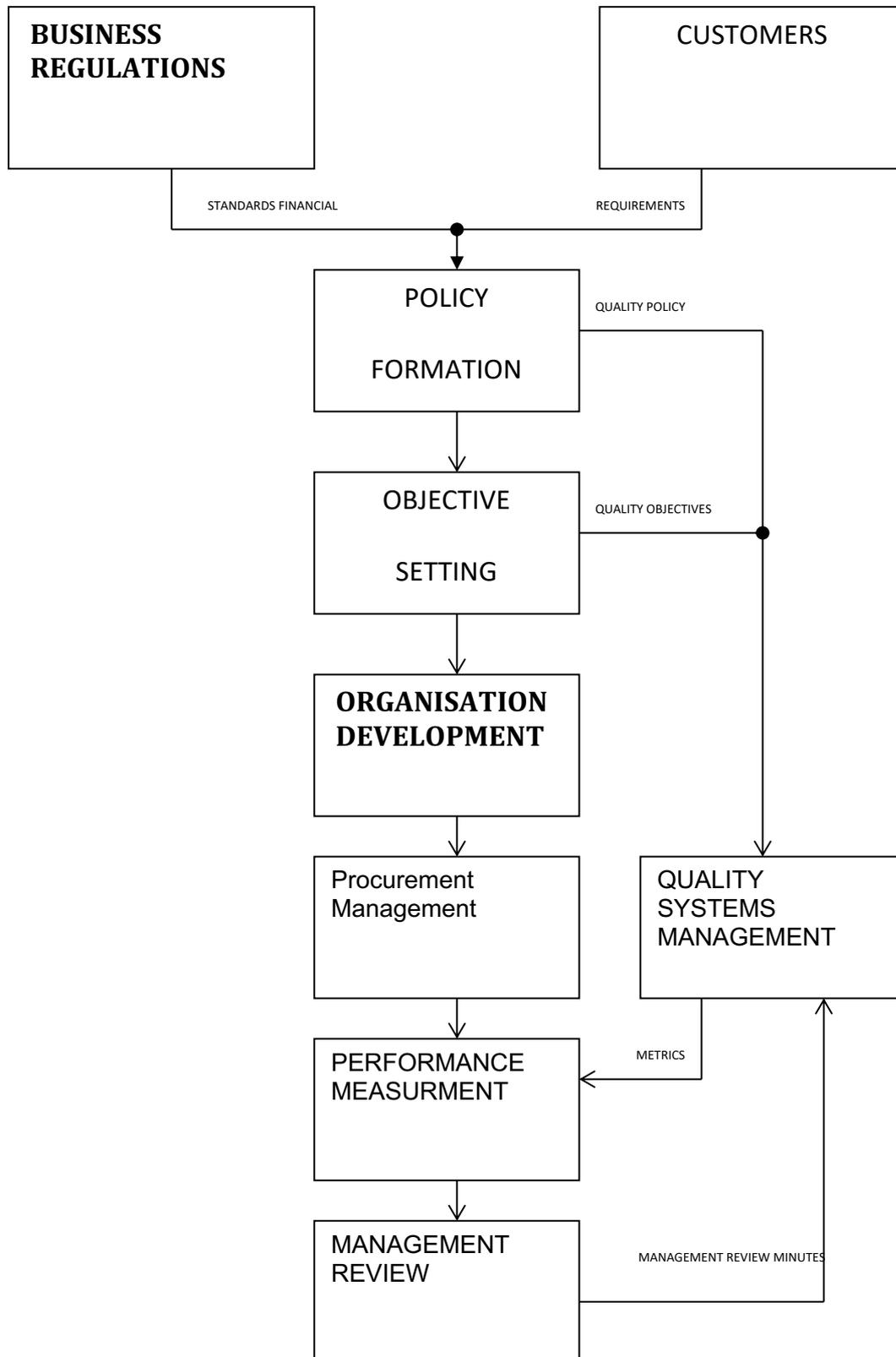
- Identifying and understanding customer requirements and ensuring that all employees are aware of their importance for the Company's success;
- setting and reviewing management objectives that provide a focus for performance improvements and improved customer satisfaction;
- fostering a culture which encourages the early identification of problems and the adoption of effective and efficient corrective and preventive actions;
- providing adequate financial and physical resources to support the full implementation of the policy;
- providing training and education to all our employees to ensure they understand and are competent to carry out their role and to improve their performance;
- communicating openly with employees, subcontractors and clients on quality issues, encouraging them to participate in and contribute to performance improvements;
- planning and executing work to meet the customer's requirements in the most cost effective and efficient way; and
- reviewing and revising the policy and procedures at least annually.

Management are responsible for developing, monitoring and implementing procedures in their area of responsibility and for ensuring that this policy is understood and implemented throughout the Company. Every employee has responsibility for the quality of their own work and for contributing to improvements in our products, services and management processes.

This policy will be displayed prominently throughout the Company and will be available externally to all interested parties on request. It will be kept up to date and will be amended to suit any changes in the size or nature of the Company's activities. [Valley Fire & Security Ltd] shall review and update their Quality Policy and related documents in accordance with any technological innovations and market changes.

Steve Atkinson
Compliance Manager
19/06/2024

Appendix 2: Business Process Overview



Appendix 3: Process Interaction

