9.1 Monitoring, Measurement, Analysis & Evaluation

Overview

The purpose of this procedure is to ensure that all product manufactured by the Company conforms to customer requirements by means of continuous inspection during all stages of the Quality System. This applies to all personnel whose activities during the manufacturing process may affect the quality of the product or service.

Due to the nature of Process Control during manufacture by the Company, there are no requirements for verification of quality by this method. Should the need arise, procedures will be established. This policy is reviewed at Management Review Meetings.

Customer Complaints

Customer complaints and tracking is detailed in Customer Complaints procedure.

Customer Satisfaction

Customer satisfaction is measured by the use of Key Performance Indicators listed below

Indicator	Description
On Time Delivery	Percentage of jobs dispatched on time or early
Date Changed	Percentage of projects where the due date has changed from the original system date
Return Rate / Complaint Rate	Number of Projects that reached the customer in a non-compliancy state
Internal Non Conformances	Number of Non-conformances caught in the building
External Non Conformances	Number of Non-conformances caught by customer

Number of Credits Raises	Refund rate

Sales staff, which includes the Sales Director and Sales Representatives contact customers on a regular basis either by telephone, e-mail or meetings to determine whether any customers are encountering problems with any aspect of the product or service offered by the Company.

The Sales Representatives complete a weekly sales report which details any failure with either product or service supplied by the Company.

The Sales Reports are reviewed by the Sales Director on a weekly basis and from his conclusions a Corrective or Preventive Action is instigated to rectify or prevent a re-occurrence of either a problem or potential problems.

All findings from these reports are discussed and documented fully at Management Review Meetings & Directors Meetings.

Monitoring and Measurement of Processes

The way in which the Company conducts Internal Audits is described in Internal Audits

Due to the nature of Process Control during manufacture by the Company, there is no requirement for verification of quality by this method. Should the need arise procedures will be established. This policy is reviewed at Management Review Meetings.

Monitoring and Measurement of Product

GOODS INWARDS

Supplies which are delivered to the Company are checked by the Stores person upon receipt.

- A visual inspection is carried out to ensure that there are no visible defects and that the order quantity is correct.
- After completing this check he signs the Delivery Note.
- No supplies are taken into stock until this check has taken place.

IN-PROCESS INSPECTION

Before the manufacturing process begins the operator will inspect the material to be used visually to ensure there are no obvious defects.

- The operator will ensure that the Job Pack allocated to the particular job has been signed at the previous operation by the relevant personnel.
- The operator will ensure that the Job Pack allocated to the particular job has been signed off at the previous operation by the relevant personnel. All details are entered on the

Production Control Computer System.

FINAL INSPECTION

The operator checks visually for any apparent defects.

- If the product meets the requirements stipulated by the customer the operator signs off the job, via the computer system.

INSPECTION and TEST RECORDS

Records of all Inspection and Test procedures are kept in hard copy in the form of individual Job Bags for each Job and backed up on the electronic computer system.

Control of Non-Conforming Product

Any product which show a non-conformance are set aside in a quarantine area to ensure that they are not despatched to the customer

All product or aspects of service such as delivery times or customer complaints which show a non-conformance are reviewed by the Managing Director

Non-Conforming product may be:-

- re-worked to meet the specified requirements, or
- accepted with or without repair by concession, or
- regarded for alternative applications, or
- rejected or scrapped.

Any product which is repaired or re-worked is inspected to check that they meet the specification and the findings are recorded.

Where it is proposed that non-conforming product or aspects of the service are to be accepted by the customer by concession then this is discussed with the customer and details are recorded.

If, after delivery to the customer, it is discovered that non-conforming product has been supplied then the customer is advised accordingly

Any product which has been rejected or returned is held in a quarantine area for possible re-work or re-use. Any material which cannot be re-worked is scrapped

Analysis of Data

The Company monitors customer satisfaction with the products and services provided by the Company by means of feedback obtained by the Sales Director, Sales Rep and telephone conversations obtained by Admin staff during their day to day activities.

All Corrective/Preventive Actions are discussed fully at Management Review Meetings, to establish if there are any trends emerging which can be rectified by any Preventive Action taken by the Company.

All customer complaints received are discussed at Review Meetings to establish whether a change in the way the Company operates would be beneficial to meeting customer requirements.

The results of all Internal Audits are discussed to ensure that the Quality System is operating to the standards expected by the organisation.

Spec Requirements

9.1 Monitoring, measurement, analysis and evaluation

9.1.1 General

The organization shall determine:

- a) what needs to be monitored and measured;
- b) the methods for monitoring, measurement, analysis and evaluation needed to ensure valid results;
- c) when the monitoring and measuring shall be performed;
- d) when the results from monitoring and measurement shall be analysed and evaluated. The organization shall evaluate the performance and the effectiveness of the quality management system. The organization shall retain appropriate documented information as evidence of the results

9.1.2 Customer satisfaction

The organization shall monitor customers’ perceptions of the degree to which their needs and expectations have been fulfilled. The organization shall determine the methods for obtaining, monitoring and reviewing this information.

NOTE Examples of monitoring customer perceptions can include customer surveys, customer feedback on delivered products and services, meetings with customers, market-share analysis, compliments, warranty claims and dealer reports.

9.1.3 Analysis and evaluation

The organization shall analyse and evaluate appropriate data and information arising from monitoring

and measurement.

The results of analysis shall be used to evaluate:

- a) conformity of products and services;
- b) the degree of customer satisfaction;
- c) the performance and effectiveness of the quality management system;
- d) if planning has been implemented effectively;
- e) the effectiveness of actions taken to address risks and opportunities;
- f) the performance of external providers;
- g) the need for improvements to the quality management system.

NOTE Methods to analyse data can include statistical techniques

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