

CENTRA SECURITY SYSTEMS

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CONFIDENTIAL

ISO 9001 : 2008

**QUALITY
MANAGEMENT
MANUAL**

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This is a controlled document
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1.0 Introduction & Scope

Centra Security provides security solutions for the supply and Installation of commercial, Industrial and Government sector systems. Centra was established in 1990. This document's aim is to meet the requirements of ISO 9001: 2008 for the following scope: "The supply and Installation Of Security Systems"

2.0 Policy and Objectives

The objectives of this ISO 9001: 2008 Quality Assurance Manual are to allow Centra Security to achieve and maintain a level of quality which enhances our reputation and helps maximize customer satisfaction.

3.0 Definitions

"The company" is always defined as Centra Security and QM refers to "The Quality Manager" also the Author.

"the Standard" BS EN ISO 9001: 2008 Quality management systems

"management procedures" The procedures documenting the quality systems.

"controlled copy" The issue of a document that will be updated whenever it is revised.

4.0 Compliance with ISO 9001

This Quality System is structured with policy statements relating to each area of activity being within the relevant Operating Procedure. Statistical techniques are not applied in this document.

5.0 Quality Management System

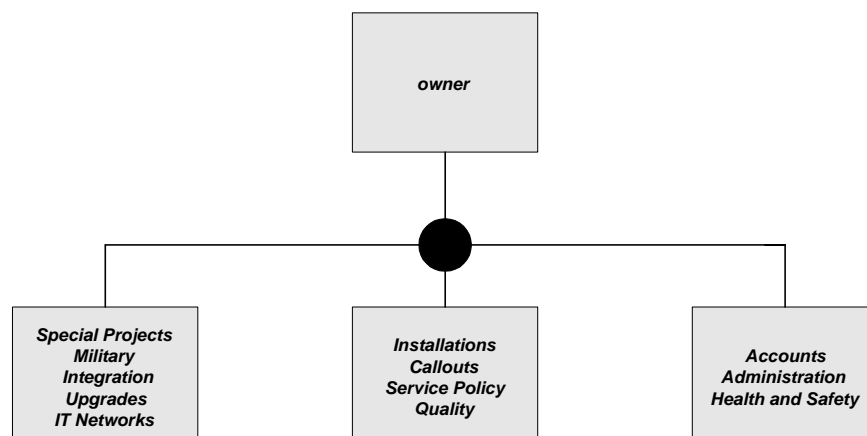
Centra Security has established this Quality Management Manual to enable the implementation of the quality management system to meet the requirements of ISO 9001: 2008.

Centra have identified the processes that are necessary for the business to provide its products and services to its clients from initial enquiry to final completion.

Care is taken to ensure that processes are carried out carefully and checked for conformance.

6.0 Organization Structure

BASIC COMPANY STRUCTURE



7.0 Authority and responsibilities

The Owner continually reviews the company's resources to ensure Centra meet customer requirements. Duties Involve all areas but not restricted to :

Approval of the Quality Assurance System, Management Review, Internal Audit and Documentation, Estimating, Project Management, Control of Contract Documentation, Planning & organization, Supplier Selection & Purchasing, Quotations Contract Review and Order Processing, control of finance, estimating, installation and system design.

8.0 Document Control Procedures

All company documentation is the responsibility of the Quality Manager who recognises that for the management system to be effective it must have appropriate documentation to manage and support its operations.

The Centra Quality Policy is a documented Quality Management Manual and documents that are needed to support the operation of the processes are utilised and maintained as evidence of compliance as required by ISO 9001: 2008

The management manual defines the following:

- a) The scope of the quality management system
- b) The management procedures are listed in this management manual.
- c) The processes necessary to achieve customer satisfaction are defined in the business process flowchart contained

9.0 Control of Documents

Controlled Documents relating to the Quality Management System will be reviewed for adequacy by the QMS Mgr before change. Document control procedure defines the minimum level of control necessary to achieve customer requirements which are :

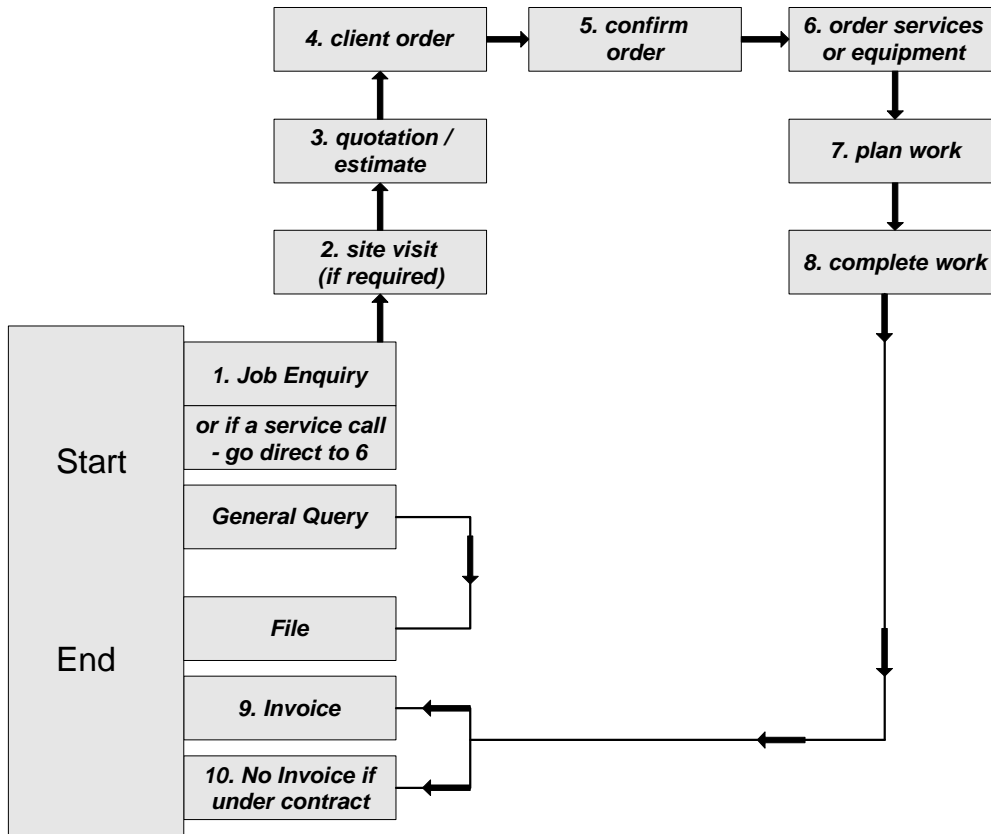
1. Letters of Correspondence
2. Quotations Specifications
3. Invoices
4. Orders
5. Emails

10.0 Control of Records

All records when processing will be identified by one or more of the following criteria: Date, Quotation number, Invoice Number, Order Number, Clients reference Number.

Centra will keep all customer records as evidence it has fulfilled its process obligations' The Quality Assurance Manual, Procedures and Quality Plans are maintained by the Quality Manager.

11.0 Documentation Processing Flowchart



12.0 Management Review & Internal Audit

Management review of the suitability and effectiveness of the Quality System will take place by the QS Mgr on a regular basis (at his discretion) with the objectives of being :

To establish that the Quality Management System is achieving the expected results and meeting the and continuing to conform to the Standard, continuing to in accordance with the established Operating Procedures.

To expose irregularities or defects in the System, identify weaknesses and evaluate possible improvements.

To review the effectiveness of previous corrective actions, and to review the adequacy and suitability of the management system for current and future operations of the Company.

To review any complaints received, identify the cause and recommend corrective action if required.

To review the finding of internal/ external audits and identify any areas of recurring problems or potential improvements.

To review the reports of non-conforming items and trend information to identify possible improvements.

13.0 Contract Review

Once a proposal is accepted by the customer, or an order is placed, it is recorded and reviewed to establish that the requirements of the order are adequately defined and documented, any differences from the proposal are resolved, and the Company is capable of fully satisfying the customers requirements.

In addition to the original order/ contract specification the customer may also request addition/ variation work to be undertaken by the Company. In these circumstances the work content is documented and agreed with the customer prior to execution to ensure that no ambiguity exists.

14.0 Purchasing

The company can provide purchase orders or verbal orders depending on situation

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 and sub-contractors is maintained which is compiled on the following criteria:-

- a) Previous performance in supplying to similar specifications and requirements.
- b) Compliance with an approved third party product/ quality registration scheme.

15.0 Customer Supplied Product

This section N/A.

16.0 Process Control

Significant large productive work is planned and undertaken in accordance with the company's procedures, and any specific documents agreed for individual contracts (e.g. contract specifications).

17.0 Inspection and Test

Inspection and testing is carried out on completion of installation and maintenance activities, with results being documented.

Should items not be acceptable against the agreed contract criteria they will either be repaired, replaced or identified for a subsequent evaluation and decision.

18.0 Test Measuring Equipment

Multi-Meters for site use are replaced every 6 months it is therefore not deemed necessary to test them.

19.0 Non-Conformity items, Preventative & Corrective Action

Non-Conformity materials will only be returned to suppliers if this is an excessive or specific problem. Customer complaints will only be documented if excessive or specific. If the issue continues then documentation will be issued to help prevent future problems arising or to identify a trend.

20.0 Handling, Storage, packing and delivery

All handling of products used by the company will be in a manner to prevent damage.

Storage and Packing; N/Applicable to the company at this point.

Delivery: N/Applicable to the company at this point.

21.0 Records

Storage facilities are allocated which ensure that all stored records are identifiable and retrievable, and the storage areas are free from damp and other agents which could cause premature deterioration.

Where records are maintained on computer magnetic media, and these are subject to "back-up" at regular intervals, with the "back-up" information being stored in a protected location to ensure security from loss/ damage of active data.

All records are retained for a minimum of 2 years.

The Managing Director will keep personnel fully aware of the importance of having the necessary training and experience and how they can work effectively to meet quality objectives.

It is ensured that records of training, education, qualification and experience are maintained.

22.0 Training

The policy of the company is to ensure that all personnel are trained and experienced to the extent necessary to undertake their assigned activities and responsibilities effectively. Full records are maintained of all training.

23.0 Servicing

If Service and maintenance contracts are offered these activities are controlled in the same manner as Process Control

24.0 Management Review Document

Attendance:				Date:
Item	Agenda Item			Action by
1	Actions from previous meeting			
1.1	"Discuss and detail progress and closure of actions from the previous meeting"			
2	Internal audit results			
2.1	"Discuss the results for the internal audits that you have undertaken during the previous period. Show analysis of results where possible"			
3	Customer complaints			
3.1	"Discuss customer complaints and actions taken and to be taken. Show analysis where possible."			
4	Company Performance (Client Satisfaction)			
4.1	"Discuss the results of the customer satisfaction surveys. Show analysis where possible."			
5	Trends in Non-conformances			
5.1	"Discuss what has gone wrong and show analysis of results and any actions required."			
6	Company Training Requirements			
6.1	"Unless dealt with elsewhere consider discussing any training requirements for the organisation's personnel"			
7	Approved Suppliers / Contractors			
7.1	"Show review of data pertaining to suppliers (unless adequately covered elsewhere)"			
8	Preventive Actions / Suggestions			
8.1	"Discuss and record what steps have been and will be taken to avoid the occurrence of any problems that are likely to rise."			
9	Review and Set Company Quality Objectives			
9.1	Overall Objective	Specific Action	Target Date / Measure of completion	Action
10	The applicability of the Quality Policy			
10.1	"Is the quality policy still adequate state if it is or propose changes as required."			
11	Resources			
11.1	"Discuss resources and decide whether any changes need to be made to the resource levels currently in place."			
12	Next Meeting			DD/MM/YY
Record and retain the Management Review Minutes.				

27.0 Supplier Evaluation Questionnaire

Name of Company	
Address	
Contact	
Tel:	Fax:

The above company should be considered for inclusion within the Approved Suppliers List after consideration of the following information:

A	Product / Service to be supplied:		
ITEM	CONSIDERATION	YES	NO
B	I have had recent experience of the company's ability in respect of the company's requirements. Detail below:		
C	They have been recommended to me by a reliable source with first hand experience or references. Detail references below:		
D	They have certification to BS EN ISO 9001 for the services included in "A" above (attached copy of certification and scope). Detail below:		
E	Our client has nominated the company. (The client should be informed if the company have any reservations and note your intended controls to ensure quality is maintained if B, C, D, F or G do not apply). Detail below:		
F	There is no other source available to me / or B, C, D or E above do not apply. (Include notes of intended controls to ensure supplier performs to required standard). Detail below:		
G	The company's management system has been assessed by the Quality Manager and approved. Detail below:		
Detail additional control required of supplier (Add details to reverse or separate sheet)			
Copy of any relevant insurance (required YES..... NO.....)			
owner	Accepted / Declined	Date:	