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Quality Manual

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J McCann & Co Limited

QUALITY MANUAL

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Section 1 - Introduction

This quality manual documents the quality management system of J McCann & Co Limited.

The aim of the quality management system is twofold,

1) To demonstrate our ability to consistently provide products and services that meet customer and applicable regulatory requirements
2) Through effective application of the system, to improve customer satisfaction

Section 2 - Company Detail

J McCann & Co Limited (hereafter referred to as the company) is in the business of installation and maintenance of highway lighting, highway signs, highway communications, traffic signals and associated civils work.

The business is operated from its head office in Nottingham, with branches in Grimsby and Preston.

The company is a member of the Institute of Lighting Professionals (ILP), the Highway Electrical Association (HEA), is registered as an approved contractor with the National Inspection Council for Electrical Installation Contracting (NICEIC) and is a registered organisation under the National Highway Sector Scheme 8.

Section 3 - Scope of System

ISO 9001:2008 and the National Highways Sector Scheme for Quality Management in Highway Works 8 provide a framework for our Quality Management System. For customer and our own assurance the Quality Management system is subject to external assessment, approval and subsequent periodic surveillance for compliance with ISO 9001:2008 and the National Highways Sector Schemes for Quality Management in Highway Works 8 (NHSS 8) by ISOQAR.

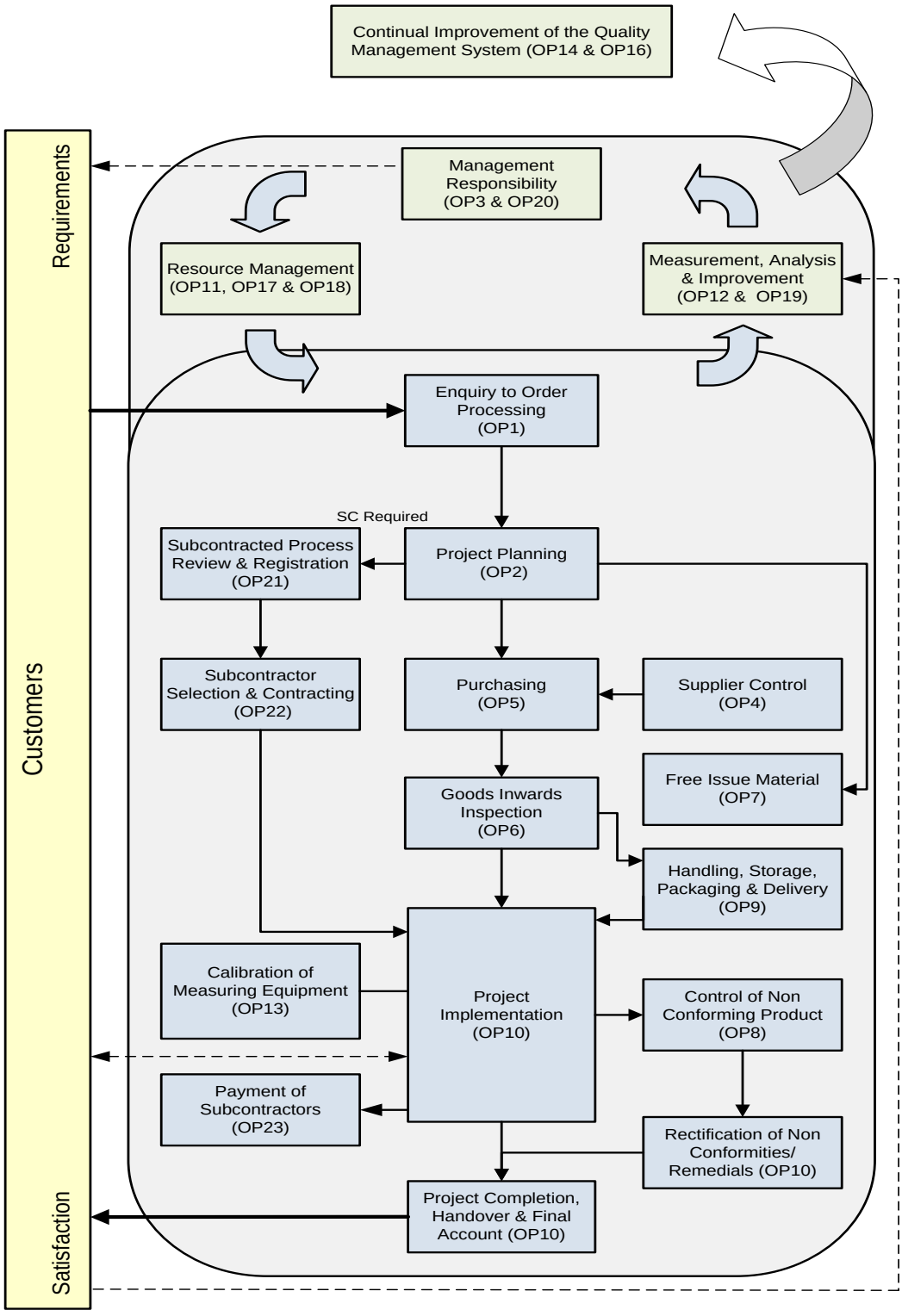
The system aims to demonstrate the recognition of business and customer requirements, and an organised approach to satisfying these requirements.

The scope of our registration is “The overseeing, Installation and Maintenance of Highway Electrical works incorporating the requirements of the National Highway Sector Scheme 8 and the provision of civil engineering works and the project management of highway electrical design as required.”

Section 4 - General Requirements of System

4.1 The Processes of the Management System

The Management System is based on documented responsibilities, procedures, instructions and forms. This Quality Manual and its appendices define the Quality Management System.



4.2 Documentation Requirements

The Quality Management System documentation is structured as follows:

1) This Quality Manual and appendices (including IMS appendices)
2) Operating procedures
3) Method Statements/Quality Plans
4) Forms, which may become system records once completed

This Quality Manual, the Operating Procedures and all supporting documentation formats are electronically controlled by the head office; consequently, any printed copies are uncontrolled. All standards of external origin are identified and their distribution and update controlled. (OP14)

Where required, records are established and maintained to provide evidence of conformity to requirements and of the effective operation of the Management System, these are called system records. (OP16)

Section 5 - Management Responsibility

5.1 Management Commitment

Senior management prove their commitment to the Management System development, implementation and improvement by:

1) Communicating the importance of meeting customer and other external requirements
2) Establishing or approving the Quality policy & objectives
3) Conducting Management Reviews
4) Ensuring adequate available resources

5.2 Customer Focus

Senior management ensure that a customer focus is maintained throughout the system processes. Customer focus includes the customer, end users and third parties (e.g. general and travelling public).

5.3 Quality Policy

The Quality Policy is communicated throughout the company and is reviewed as part of the Management Review process.

5.4 Planning

Quality Objectives, consistent with the Quality Policy, are set & reviewed as part of the Management Review process and are communicated throughout the company.

5.5 Responsibility, Authority and Communication

Senior management have defined the responsibilities and authorities related to the Management System in IMA1 and these are communicated as necessary. Senior management has ensured robust communication channels via quarterly or monthly management meetings, weekly project meetings and daily site meetings, through all these the effectiveness of the Quality Management System is communicated where relevant. A Management Representative has been appointed internally by senior management and has specific responsibilities and authority related to the Management System as defined in IMA1.

5.6 Management Review

A senior management review of the company's management system is conducted at least once a year to ensure its continuing suitability, adequacy and effectiveness. (OP20). Records of Management Reviews are kept and are classified as system records. (OP16)

Section 6 - Resource Management

6.1 Provision of Resources

As part of the management review process resource levels required to maintain and improve the Management System and customer satisfaction are reviewed and addressed.

It is the responsibility of management to ensure that the resources essential to the achievement of the Company's objectives, including implementing, maintaining and improving the management system and enhancing customer satisfaction are identified during the planning processes. Resource requirements are usually adjusted during the year in response to sales growth, profit plans, capacity constraints, changing customer requirements and other internal needs. Senior management review the adequacy of resources and adjustments are made based on identified business needs.

6.2 Human Resources

6.2.1 The company will ensure all personnel performing work affecting product quality shall be competent. To comply with the requirements for the NHSS 8, the company register their operatives to the HERS scheme and meet the standards required by the Sector Scheme in respect of training, the assessment of competence, appointment of personnel to required roles and other areas as stipulated.

6.2.2 In line with the requirements of NHSS 8, all employees have a Competency Portfolio developed to identify and catalogue the training requirements, evidence of training received and evaluation of training, skills and experience.

The review, conducted at a minimum annually, and recording of employee's competence, awareness and training are detailed in the training procedure. (OP18). Competency portfolio's are kept and are classified as system records. (OP16)

6.3 Infrastructure

As part of resource planning the company identify, provide and maintain the required infrastructure needed to achieve conformity to the requirements. This includes the buildings, workspace, utilities, process equipment (including hardware & software) and support services (communication, transport and information systems). Specific procedures are in place to control the calibration of measuring equipment, equipment maintenance and software/data backup. (OP11, OP13 and OP17)

6.4 Work Environment

At all company sites, the work environment is assessed and corrective actions implemented as required to ensure achievement of product conformity and that current regulations are complied with.

Section 7 - Project Realisation

7.1 Planning

The procedures of the management system define the planned processes for product realisation. Specific project planning determines any non standard requirements and determines how the contract requirements will be realised, and prior to the commencement of works the practicality of the proposed works is checked. (OP2)

A Quality Plan is developed for each contract and where requested submitted for approval by the customer prior to the commencement of work.

7.2 Customer Related Processes

7.2.1 All customer requirements stated or otherwise identified as necessary, legal and any additional requirements identified by the company are clearly defined and documented and, where appropriate, a tender is produced. (OP1)

7.2.2 Each contract is reviewed prior to the submission of tender.

Prior to acceptance of contracts, or acceptance of changes, each order is reviewed to ensure that:

- There are no discrepancies between the customer's or clients requirements and the proposed tender
- The customer's requirements and statutory and regulatory requirements can be satisfied
- The customers testing and inspection requirements are established and incorporated
- Any additional requirements considered necessary by the company.

Records of these reviews and the conclusion of any actions arising are maintained and a project file is established. (OP1)

All subsequent amendments to contract are thoroughly evaluated and documented, and agreed with the customer, before they are implemented and communicated to relevant personnel. All review documentation is defined as system records and is controlled. (OP16). Where requirements are significantly different to those covered in the existing management system, they are reviewed as part of the Management Review Process. (OP20)

7.2.3 The Head Office is the main point of contact for ensuring that all customer requests, inquiries, and complaints are satisfied.

7.3 Design

7.3.1 On the exceptional occasions that the company is contracted to provide the design element of a project, at the quotation stage, multiple design subcontractors are invited to produce quotations for the designs required. FN034 is issued to the sub contractors to ensure they understand the requirements on them.

When the contract is awarded, the subcontractor registration & selection process (OP21 & OP22) is initiated. Where a suitable design subcontractor can not be sourced, the client will be notified immediately and the contract renegotiated where possible.

The company manage the interfaces between different groups involved in design and ensure effective communication and clear assignment of responsibility. The Quality Plan identifies the approved design sub-contractor responsible for the design, review, verification and validation.

7.3.2 The design input review is conducted by the design sub-contractor and the necessary system record made. It is the design sub-contractor's responsibility to notify the company if the design input is not adequate before commencement of design process.

7.3.3 The design output is approved prior to release by the design sub-contractor. Design outputs shall:
- a) meet the input requirements for design
- b) provide appropriate information for purchasing and for service provision (including preservation where applicable)
- c) contain or reference product acceptance criteria, and
- d) Specify the characteristics of the product that are essential for its safe and proper use.

7.3.4 The design output is reviewed by the design sub-contractor and any problems identified with proposed actions communicated to the company at this stage. The necessary system record of the review and all necessary actions are maintained by the design subcontractor.

7.3.5 Design verification is performed by the design sub-contractor at the appropriate stages of the design. The necessary system record of the verification and any necessary actions are maintained by the design sub-contractor.

7.3.6 Design validation is performed by the design sub-contractor according to industry requirements prior to issue of the design to the company. The necessary system record of the validation and any necessary actions are maintained by the design sub-contractor and communicated to the company.

7.3.7 Control of design changes are the design sub-contractors responsibility and are reviewed and recorded as required. All changes are controlled and communicated to the company by the design subcontractor within a suitable time frame.

7.4 Purchasing

7.4.1 The company ensures that purchases conform to specified requirements. The level of control applied to suppliers, sub-contractors and products is dependent upon the effect that the product or service purchased has on the final product.

Suppliers are evaluated and selected based on their ability to supply products in agreement to the company's and external requirements. (OP4). Subcontractors are selected and evaluated based on their competency as necessary for contract and system requirements. (OP22). Records of the evaluations and any actions arising are kept and classified as system records. (OP16)

7.4.2 For all project related purchases a purchase order is raised on the Navision system including a full description of the required product and any customer contract specific requirements.

For critical components, when the requirements for a project are determined, the specification is obtained from the suppliers and submitted to the customer for approval prior to the order being placed. For other materials they are purchased to specified customer or industry standards (European Community directives & standards). (OP5)

For all subcontracted work a formal subcontract will be documented outlining all pertinent details and requirements, and approved prior to issue to the subcontractor.

7.4.3 Where deemed required according to the specification or quality plan, purchased or free issue material is inspected on receipt, prior to use, at the point of use or supplied with a certificate of conformity which is forwarded to the customer on request. (OP6 and OP7)

7.5 Product Provision

7.5.1 The company arrange and conduct project implementation under planned controlled conditions according to the Quality Plan and Method Statements applicable to the project. (OP10 and OP16)

7.5.2 Where processes cannot be verified by subsequent monitoring or measurement (e.g. concrete and painting) validation processes are planned and implemented as required by specific contracts and system records determined and produced. (OP16)

7.5.3 Components are purchased on a project specific basis and therefore identification & traceability is controlled through the Purchasing and Goods Inward Inspection Procedures. (OP5 and OP6). Where required the unique identification of product will be made and recorded. (OP16)

7.5.4 The company always exercise care with customer property (including personal data and intellectual property) and identify, verify, protect and safeguard all items provided for use. (OP7). Where it is lost, damaged or unsuitable for use, this is reported to the customer and a record made which is classified as a system record. (OP16)

7.5.5 The conformity of components during delivery and installation will be preserved. Components are purchased on a project specific basis and therefore no stocks are maintained. (OP9)

7.6 Control of Measurement and Test Devices

Quality Planning determines where monitoring or measuring is required, and details when it should be undertaken. Measurement equipment is controlled and calibrated where required. (OP13). Records of the results of calibrations are kept and classified as system records. (OP16)

Section 8 - Measurement, Analysis and Improvement

8.1 General

The company has implemented processes that will:

- demonstrate conformity to contract/product requirements
- ensure the conformity of the Quality Management System and the continual improvement of its effectiveness

Results of these processes are subject to trend analysis with the aim of making corrections, or taking corrective, preventive and improvement actions where required.

8.2 Monitoring and Measurement

8.2.1 The company monitors information relating to customer perception using a Customer Satisfaction measurement process and monitoring customer complaints. (OP12)

8.2.2 An internal audit process for the company ensures that the management system is audited in full within each 2 year timeframe and meets the requirements of ISO 9001:2008 and the NHSS 8. (OP19). Records of audits and the follow up and close out activities are kept and classified as system records. (OP16)

In addition, over each 2 year timeframe an internal technical audit is conducted on all employees to ensure full compliance with NHSS 8 clause 6.2.2. There is also a third party technical audit every two years to validate the assessment of authorised persons by the authorising officer(s).

8.2.3 The company monitors its management system processes and on a selective basis set either Quality objectives or Business Performance Indicators on processes where senior management want to measure process performance. These are reviewed as part of the management review process to help decide where improvement is needed.

8.2.4 The company monitors the project implementation at all stages as described in the Quality Plan relating to that project and its requirements. Product installations are tested to the relevant standard test methods given by BS 7671 and the HA Standards for Highway Works.

Evidence of conformity with acceptance criteria are kept and indicate the person(s) authorising release, these are classified as system records and copies are provided to the customer where required. (OP16)

8.3 Control of Non-conforming Product

Non-conforming product may be identified from goods receipt through to project completion.

Non-conforming product is identified then quarantined, investigated, contained and corrective action taken by the purchasing or systems department or formally accepted in writing by the customer. (OP8)

When non-conforming product is detected after project completion the company will take action appropriate to the effects or potential effects of the non-conformity.

Records are kept of the nature of the non-conformities and any actions taken; these are classified as system records. (OP16)

8.4 Analysis of Data

To determine and demonstrate the suitability and effectiveness of the management system the company analyse appropriate data from the following:

- Customer satisfaction measurement
- Product quality performance measures
- Performance of the management system processes
- Performance of suppliers and subcontractors

Data analysis is used to monitor performance trends and where these are adverse, senior management will decide what type of improvement actions to implement via the management review process.

8.5 Continual Improvement

8.5.1 The management review process manages the continual improvement of the company's products, services and management system. It does this using the quality policy, objectives, audit results, analysis of data and corrective and preventive actions.

8.5.2 The company takes corrective action to eliminate the causes of non-conformities related to the product or the management system. (OP12)

The results of actions taken are reviewed for effectiveness and records are kept and are classified as system records. (OP16)

8.5.3 Preventive actions are taken to eliminate causes of potential nonconformities and therefore prevent their occurrence. For example, they may be taken a result of an observation made during an internal audit and many of the company's maintenance and inspection activities are based on taking preventive action.

The results of actions taken are reviewed for effectiveness and records are kept and classified as system records. (OP16)