



QUALITY MANUAL

ISO9001:2015

CUZONS LTD
24 ST HILDAS WAY, GRAVESEND, KENT. DA12 4AP

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1 Introduction

This document is the Quality Management Manual (the Manual) of **Cuzons Ltd** and for the purpose of this manual will be referred to as **Cuzons**.

The Manual is the property of **Cuzons** and is a controlled document.

The purpose of the Manual is to provide an overview of **Cuzons**, the activities it carries out and the quality standards of operation it conforms to.

It is not designed to act as a procedure's manual, although it does carry information about where procedures information is located and the detailed information on documentation requirements for the procedures required by the respective standards.

This Manual is designed to meet the requirements of ISO9001:2015 and any standard which adopts the Annex SL structure.

1.1 Document Control

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

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

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

Please note that this Manual is only valid on day of printing and once printed is uncontrolled.

Table 1 - Document Control

| Version | Issue Date | Alteration | Approved |
|---------|------------|--|----------|
| 1.0 | 15/08/2017 | Quality Management Manual First Authorised Issue | TL/MH |
| 2.0 | 27/11/2017 | Quality Management Manual | TL/MH |
| 3.0 | 08/01/2018 | Quality Management Manual | TL/MH |
| 4.0 | 10/11/2018 | Quality Management Manual | TL/MH |
| 5.0 | 10/11/2019 | Quality Management Manual | TL/MH |
| 6.0 | 17/02/2020 | Quality Management Manual | TL/MH |
| 7.0 | 15/09/2020 | Change of Director responsible for QMS | MR |
| 8.0 | - | - | - |
| 9.0 | 11/10/2021 | Update of Policy | MR |



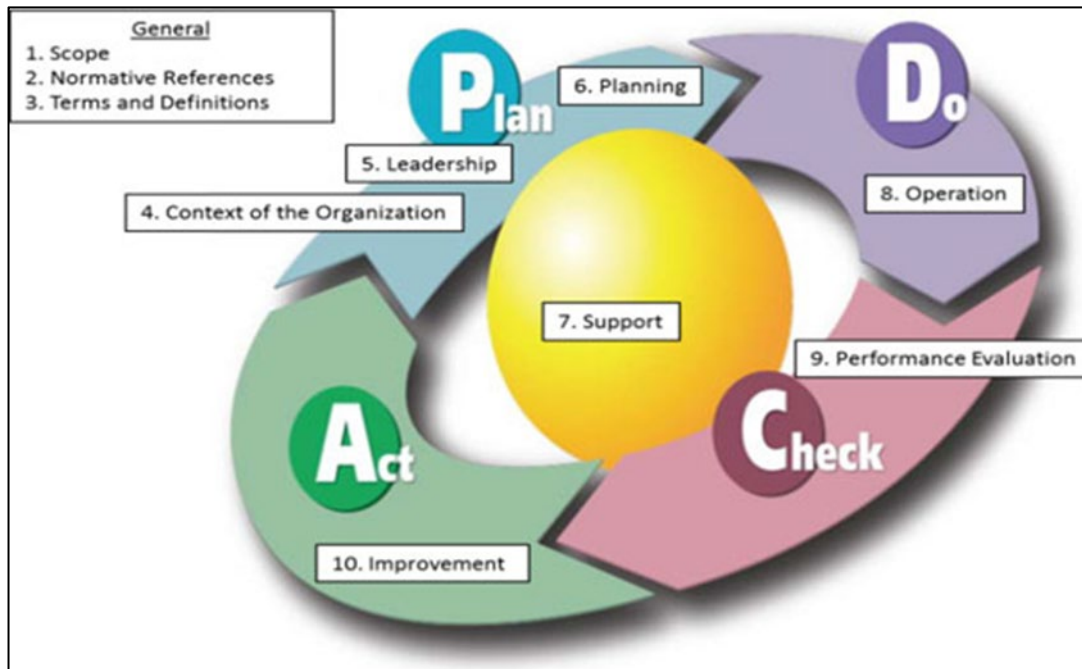
| | | | |
|------|------------|---|----|
| 10.0 | 7/2/2022 | Frequency of Management Meetings changed to bi-monthly from monthly | MR |
| 11 | 13/02/2023 | Update of Policy | MR |



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1.2 Plan-Do-Check-Act – Model for ISO 9001:2015

Figure 1 - Model for ISO9001:2015



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1.3 Quality Policy

It is the policy of **Cuzons** to maintain a quality system designed to meet the requirements of ISO 9001:2015 (or any other standard in line with Annex SL Structure) in pursuit of its primary objectives, the purpose and the context of the organisation.

It is the policy of **Cuzons** to:

- Strive to satisfy the requirements of our customers, stakeholders and interested parties whenever possible, meeting and exceeding their expectations.
- Comply with all legal requirements, codes of practice and all other requirements applicable to our activities.
- Reduce hazards and prevent of injury, ill health and pollution.
- Provide all the resources of equipment, trained and competent staff and any other requirements to enable these objectives to be met.
- Ensure that all employees are made aware of their individual obligations in respect of this quality policy.
- Maintain a management system that will achieve these objectives and seek continual improvement in the effectiveness and performance of our management system based on “risk”.

This quality policy provides a framework for setting, monitoring, reviewing, and achieving our objectives, programmes and targets.

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 by “Top Management” to ensure it remains appropriate and suitable to our business. The Quality System is subject to both internal and external annual audits.



Marc Rowe

Managing Director

Policy Issued: February 2023



2 Overview of the Organisation

Cuzons Ltd, established in September 2006, provide Mechanical & Electrical services to the Construction industry.

2.1 Scope of Registration

The provision of office refits, Mechanical and Electrical Installation Services inclusive of Baggage Handling and Automated systems within the airports, commercial and industrial sectors.



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3 Quality Objectives

We aim to provide a professional and ethical service to our clients.

To demonstrate our intentions, 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 have identified the following Quality Objectives in accordance with SMART (Specific, Measurable, Achievable, Realistic and Timed).

- We will endeavour to deliver our services to specification, on time and to the price quoted- **Cuzons** will measure this by our project statistics and client testimonials and feedback. Our mantra is'committed to completion'.
- We will conduct our business in an ethical and professional manner.
- Our staff are continually trained to the highest of standard in accordance with all Regulations. Training is delivered both externally and internally.
- The delivery of all our services is continually tested and inspected by NICEIC and internally.
- 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. Cuzons will monitor this by way of our complaint's procedure.



4 Context of the Organisation

4.1 Understanding the Organisation and its context

The context of the organisation is demonstrated within this Quality Management System and all associated processes connected with the services / products offered.

The legal legislation / regulatory compliance to the service / products offered are listed external to this manual in the Legal Register

See Section 11.7 – Legal Register

Our legal compliance is assessed annually by the NICEIC and Safe Contractor schemes to ensure **Cuzons** are fully compliant with the latest legislation / regulation. These assessments are overseen and reviewed by line management and Company Directors.

See Section 11.6 – Certification

4.2 Understanding the needs and expectations of Interested Parties

Table 2 - Interested Parties

| Interested Parties | Information Requirements |
|--------------------|---|
| Directors | <ul style="list-style-type: none"> ➤ To ensure that the business continues to function without hindrance and bureaucracy. ➤ To ensure business information is kept confidential, available and reliable. |
| Managers | <ul style="list-style-type: none"> ➤ To protect client confidentiality. ➤ To ensure employment processes are followed. ➤ To ensure Information Security training has been carried out. ➤ To ensure all relevant HR documentation is up to date. |
| Employees | <ul style="list-style-type: none"> ➤ To protect client confidentiality. ➤ To ensure employment processes are followed. ➤ To ensure Information Security Policies and Procedures are followed. ➤ To take responsibility for their own training. |
| Clients | <ul style="list-style-type: none"> ➤ Data to be used ethically in accordance with consent arrangements. |
| Contractors | <ul style="list-style-type: none"> ➤ To ensure all related information is kept confidential. ➤ Meet the requirements of the Data Protection Act 2018. ➤ To ensure integrity of the systems are maintained as appropriate. |



| | |
|------------------------------|---|
| | <ul style="list-style-type: none"> ➤ To ensure adherence to relevant SLAs. |
| Suppliers | <ul style="list-style-type: none"> ➤ To ensure all related information is kept confidential. ➤ Meet the requirements of the Data Protection Act 2018. ➤ To ensure integrity of the systems are maintained as appropriate. ➤ To ensure adherence to relevant SLAs. |
| Accountants | <ul style="list-style-type: none"> ➤ To ensure all related information is kept confidential. ➤ Meet the requirements of the Data Protection Act 2018. |
| Company Solicitors / Lawyers | <ul style="list-style-type: none"> ➤ To protect client confidentially. ➤ To ensure that clients requests are adhered to all at times. |
| Governing Bodies | ➤ Review & ensure compliance and regulation. |
| Regulatory Bodies | ➤ Compliance and Reporting. |
| Unions | ➤ We are a JIB member which works closely with Unite to ensure we are appropriately treating our employees as required. |
| Shareholders | ➤ Consultation and engagement to ensure stability & growth. |

4.3 Determining and scope of the Quality Management System

Cuzons has determined the boundaries and applicability of our QMS and how it relates to our business and core competency.

Cuzons is committed to applying all applicable requirements of the ISO to the intent and scope of our QMS.

The scope of the Cuzons QMS will be available to all internal & external parties and maintained as documented information. The Cuzons QMS was designed and implemented to cover & support the scope.

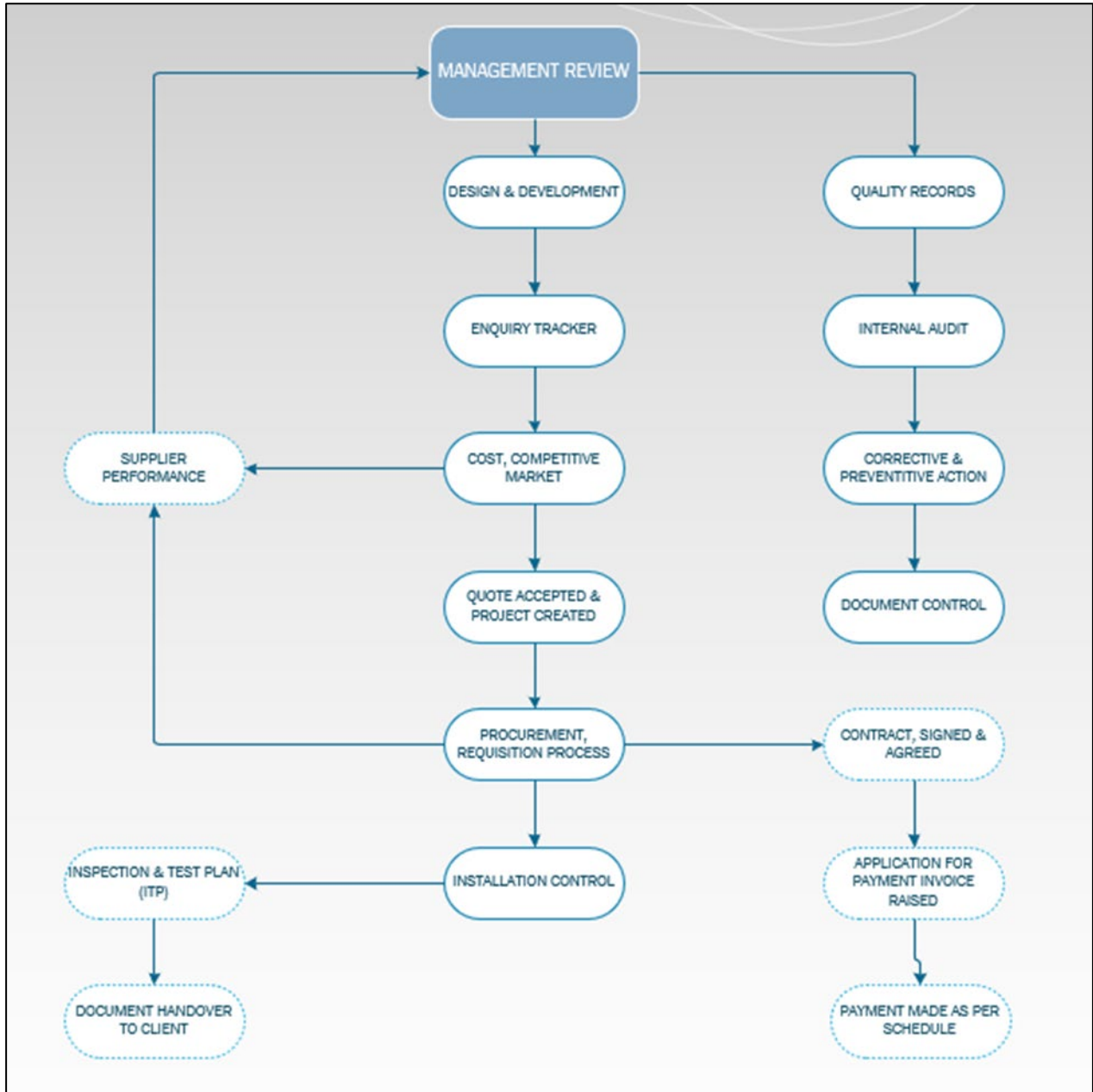
The possible internal and external issues have been considered and are documented separate to the manual.



4.4 Quality Management System and its Processes

Cuzons is responsible for the planning and delivery of its services. We work closely with our partner suppliers and customers to satisfy mutual requirements. Core business processes are illustrated below.

Figure 2 - Core Business Processes



See Section 11.9 – Business Development Log



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5 Leadership

5.1 Leadership and Commitment

Cuzons Management Team are committed to the development and implementation of the Quality Policy and the Quality Management System which are both compatible with the strategic direction and the context of the organisation. The system is frequently reviewed to ensure conformance to the standard.

Responsibility has been assigned to ensure that the QMS conforms to the requirements of the respective standard and the provision to report on performance to the top management team has been defined.

The designated senior Management Representative(s) will ensure that **Cuzons** staff are aware of the importance of meeting customer and statutory and regulatory requirements, and overall, to contribute to achieving **Cuzons** Quality Policy and Objectives which are aligned with the current business strategy.

The Senior Management Team is responsible for implementing the QMS and ensuring the system is understood and complied with at all levels of the organisation.

See Section 11.5 – Roles & Responsibilities

In summary, the Senior Management Team will ensure that.

5.1.1 Leadership and Commitment for the QMS

- The company has a designated Senior Management Representative who is responsible for the maintenance and review of the Quality Management Systems
- The ongoing activities of **Cuzons** are reviewed regularly and that any required corrective action is adequately implemented and reviewed to establish an effective preventative process, **Cuzons** Business Development Log (BDL).
- Internal audits are conducted regularly to review progress and assist in the improvement of processes and procedures.
- Objectives are reviewed and, if necessary, amended, at regular Review meetings and the performance communicated to all staff.
- The QMS is integrated into the organisations business processes.
- Communication covering the importance of the effective QMS and conformance to the QMS requirements is in place.
- Continual improvement is promoted.
- The contribution of persons involved in the effectiveness of the QMS is achieved by engaging, directing and supporting persons and other management roles within their area of responsibility.



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5.1.2 Customer Focus

- Customer requirements and applicable statutory and regulatory requirements are determined and met.
- The risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed.
- The focus on consistently providing products and services that meet customer and applicable statutory and regulatory requirements is maintained.
- The focus on enhancing customer satisfaction is maintained.

5.2 Quality Policy

Refer to section 1.3 of this manual.

5.3 Organisational Roles, Responsibilities and Authorities

Cuzons has an organisation chart in place, employee contracts together with job descriptions to ensure that the appropriate personnel are in place to cover the whole context of the organisation and strategy of the business.

See Section 11.5 – Organisational Chart



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6 Planning

6.1 Risks and Opportunities

We have identified the risks and opportunities that are relevant to our Business Management system from an operational perspective. This 'Context, Risk, Opportunities and Objectives' (CROO) document is separate to this manual. Within each of the areas the risks are identified together with a rating as to the importance of the risk. The associated consequence & mitigation of the risk is also noted together with any new opportunities that we have identified. Where applicable, we have identified measurable objectives and these can be found within a separate tab in the 'CROO' document.

See Section 11.12 – Risk Register

6.2 Planning to achieve the Objectives

The Quality Objectives and methods of achieving the objectives is located within section 3 of this Manual.

6.3 Planning of Changes

The Senior Management Team of **Cuzons** identify any potential changes, this is then delegated to a responsible person.

He or she will conduct a “research background” to determine the feasibility of the changes with regards to: -

- Purpose of the change.
- Impacts of the change.
- Integration of the quality management system.
- The availability of resources.
- The allocation or reallocation of responsibilities and authorities.
- Technical Skills.
- Timescales.
- Risks.

Once completed this then forms part of the Management Review together with including within the internal audit schedule. The relevant information is then recorded in the Business Development Log.

See Section 11.13 – Planning of Changes



7 Support

7.1 Resources

7.1.1 General

Cuzons determines and provides the resources needed for the establishment, implementation, maintenance and continual improvement of the quality management system.

We ensure that the below elements are considered when completing an evaluation.

- The capabilities of, and constraints on, existing internal resources.
- What if anything needs to be obtained from external providers.

7.1.2 People

Operation and context of the organisation is considered when we determine the relevant persons necessary for the effective operation of the quality management system.

7.1.3 Infrastructure

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

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

In terms of equipment used to deliver our product / service, asset registers and maintenance records are kept for the following.

- Utilities.
- Hardware / software.
- Machinery (list).
- Vehicles.
- Plant equipment.

7.1.4 Environment for the Operation of Processes

The Cuzons environment is a relaxed, friendly place to work. It is an area of approximately 100 square meters and is a residential dwelling converted into office space. We have central heating, a large tea point and WC's. The office environment is currently for 6 persons but has adequate space and spare desking if any of our site-based staff wish to utilise the head office. Cleanliness is very good and we are very keen to restrict impacts on our environment by ways of waste management. We also try to engage in local resources to help the environment.



At our sites we have an allocated storeroom, locker area and WC's. We also have use of shared offices non-air side for a total of 4 members of staff within an office space of approximately 50 square metres. We abide by the same hygiene standards and impact upon the environment with regards waste management as at our own offices.

7.1.5 Monitoring and Measuring Resources

We ensure that all relevant equipment and personnel are monitored and measured to ensure that equipment and personnel are effective for the services / products we offer.

- Equipment - We ensure that all equipment is serviced, maintained and where applicable calibrated to statutory and regulatory requirements, service and calibration records are stored on the company portal.
- Personnel: We ensure that all personnel are monitored on a regular basis. We maintain a monitoring / training matrix and this is stored on the company portal.

See Section 11.14 - Calibration Records

See Section 11.3 - Training Matrix

7.1.6 Organisational Knowledge

We ensure that Job Descriptions are produced which include knowledge requirements for each individual role. Specific measures are implemented to ensure that persons are knowledgeable with the specific elements of the role. This could include telephone interview, tests, internal training, or vocational certificates.

See Section 11.5 – Roles & Responsibilities

7.2 Competence

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. Competences and training needs are identified / satisfied by using the following resources.

- Job descriptions which set out the competences required.
- Contracts of employment which set out contractual and legal requirements.
- Appraisal reviews to monitor performance
- Development plans to set objectives.
- On the job reviews to ensure / check levels of competence.
- Tests of understanding.
- A training / competency matrix.



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See Section 11.3 - Training Matrix

7.3 Awareness

We ensure that all employees are aware of all policies and their contribution to the effectiveness of the Quality Management System via:

- Emails
- Notice Boards
- Awareness Training
- Induction
- CPD

See Section 11.1 – Company Policies

7.4 Communication

For internal staff, the company portal is a source of information and is updated regularly to ensure that all information is correct, this is accessible by all staff. Any communication which is sent external to the portal is designated through the appropriate line manager.

7.5 Documented Information

7.5.1 Documented Information General

Cuzons demonstrates documented compliance to ISO 9001:2015 (or any other standard in line with Annex SL Structure) through this Quality Management System Manual (which includes processes & procedures) on an electronic system which is available on the company portal / access drive to all employees. All information is read only and only accessible via the document owner for amendment.

7.5.2 Creating and Updating Documentation

The creation of documentation to support the Business Management System is primarily the responsibility of the designated “Top Management Representative”.

Identification will be sought by a document number, Date and Author. To aid the approval and suitability of documents, the Managing Director of Cuzons authorises the release of information and delegates any training required to the “Top Management Team”.

7.5.3 Controlling Information

All documentation is controlled by version and date and is listed on a Master Document List.

Control of documents can be seen on the Master Document List and the list encompasses the following elements.



- Distribution, Access, Retrieval and use
- Storage and preservation, including preservation of legibility
- Control of changes (e.g. version control)
- Retention and disposition

Documents can be retrieved by authorised personnel from the storage locations specified *and / or from folders on the network*. Customer records are identified by *customer name*.

On or after the retention period stated, the relevant records will be reviewed by Management and will either remain in-situ, be archived or destroyed.

If records are to be destroyed, they will be disposed of in a controlled manner; *sensitive hard copies will be shredded and soft copies will be deleted from the system*. If records are to be archived, they will be identified and stored appropriately.

See Section 11.15 – Master Document List



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8 Operational

8.1 Operational Planning and Control

Cuzons has determined the requirements and controls implemented for all processes. Any planned changes are controlled via the Business Development Log.

8.2 Determination of 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 contact.

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

Any technical documentation required for products / services offered by Cuzons is forwarded to our clients on closure of the contract. The documentation is then filed within the client file on the company portal.

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

Complaints are documented and recorded. Points for feedback and improvement are noted on the BDL.

See Section 11.9 – Business Development Log

8.2.2 Determination of Requirements related to Products and Services

Cuzons ensures that applicable statutory and regulatory requirements are met which can be evidenced within this document. Should we issue any legal documentation (i.e. calibration document – traced back to national standards) in connection with the products / services offered then this is forwarded to the clients at the closure of the contract. All documentation is filed within the client file for archive purposes.

8.2.3 Review of Requirements for Products and Services

Cuzons has processes in place to ensure that client details are collected at “Contract Review”. This to ensure that all details are correct and any additional information is collected etc.

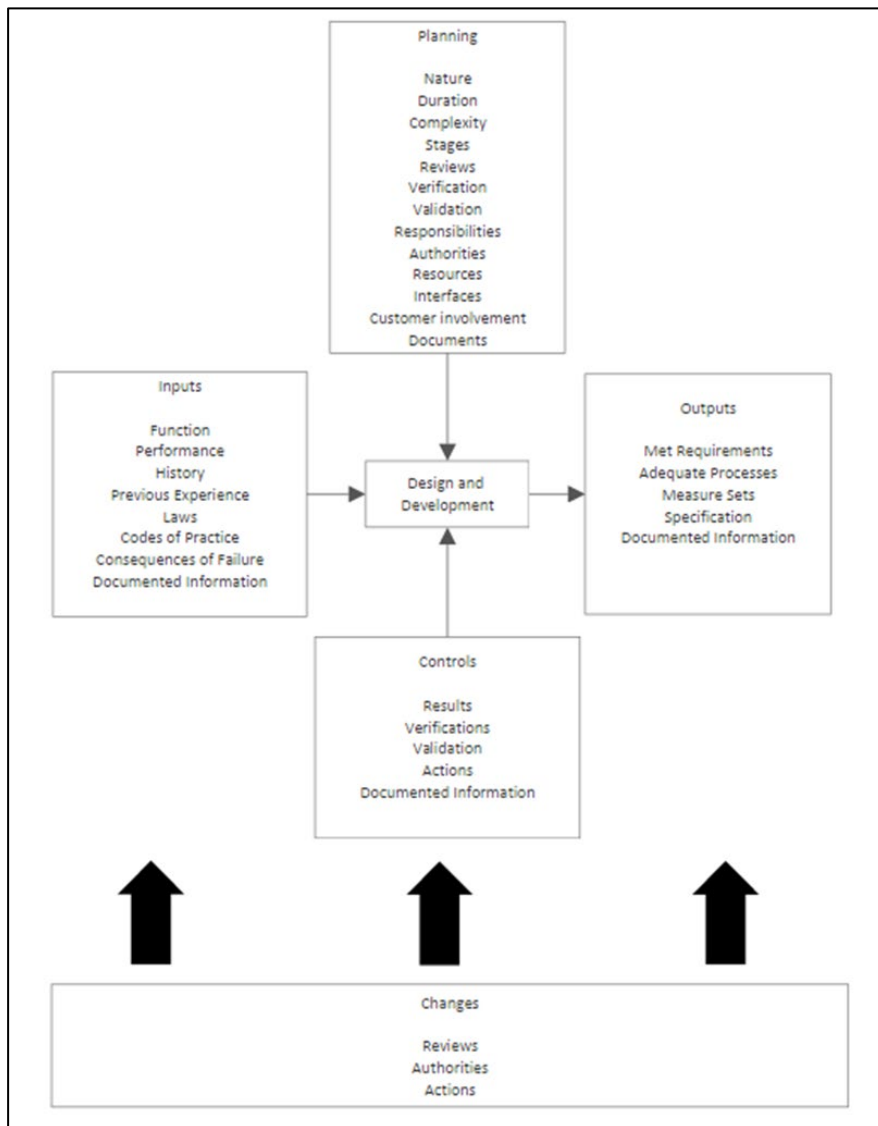
Any statutory and regulatory requirements applicable to the service / products offered are also documented within the contract review.



Any change required either through client requirements or product / service design will be fully documented through the Business Development Log and recorded on the project change register.

8.3 Design and development of Products and Services

Figure 3 - Design and development of products and services



8.4 Control of externally provided Products and Services

8.4.1 Control of externally provided Products and Services – General

Cuzons ensures that externally provided processes, products and services conform to specified requirements and reviewed as part of Cuzons risk and mitigation matrix.

8.4.2 Type and extent of control of external provision

Cuzons have controls in place to ensure that external provisions are approved before using the service or product. This is done via a Supplier Visit or Supplier Approval Questionnaire.

See Section 11.16 – Supplier Approval Questionnaires

8.4.3 Information for external provision

Communication of any applicable documentation which are deemed appropriate and are provided through the contract review with the provider. (i.e. T&C's, performance, competence etc).

8.5 Provision of Products and Services

8.5.1 Control of Production and Service Provision

Cuzons ensures that controls are in place for conditions for production and service provision, including delivery and post-delivery activities.

8.5.2 Identification and Traceability

Cuzons have a material requisition procedure, every item ordered from a supplier has a requisition which must be completed by the supplier, the form states date of delivery & order number and ETA for traceability purposes.

8.5.3 Property belonging to Customers

Any property looked after by Cuzons is logged on a stock list and stored within our storage facility.

8.5.4 Preservation and post-delivery activities

All materials are either stored within Cuzons storage or organised to be suitably stored off site. Generally, shrink wrapped on pallets to maintain integrity.

Any wrapping or packaging that can be recycled by Cuzons will be recycled.



8.6 Release of Products and Services

Cuzons ensures that the appropriate documentation is provided to the client on release of the product / service and this is also retained in the site file and external document register for traceability purposes.

8.7 Controlling Nonconformances and Complaints

Should a nonconformity occur, including those arising from complaints, internal audits & external 3rd part assessment Cuzons designate the appropriate “Top Management” representative to ensure that corrective action including root cause analysis is completed via use of the BDL and implemented to avoid any further occurrences. This is then analysed and should the risk to the business pose to be “high” then this is then entered onto the “Risk & Opportunities” matrix to assist in mitigating the risk to the business. Should any changes to the Business Management System, Products or Services be required then the BDL document shall also be completed.

The Cuzons Business Development Log (“BDL”) is used to record 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.

These areas are reviewed within the agenda for the Management Review meetings and typically cover the action taken to control and correct any non-conformances noting any consequences of the action taken and themes which may be evident. In terms of continual improvement, we also review the suitability, adequacy and effectiveness of our Business Management System.

See Section 11.18 – Non-Conformances

Non-conformance steps

- The Management Representative maintains and monitors the BDL.
- 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 BDL. The relevant person who is responsible for the action is informed. Action required because of Customer Feedback, Customer Complaint, Information Security incident or Management Review is also logged and tracked via the BDL.
- Each entry in the BDL to include.
 - Category of issue
 - Person/Date recorded
 - Overview of the issue, problem or concern
 - Person responsible



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- Action taken
- Date completed
- Initialled when complete

For product non-conformances the below steps are followed.

- Segregate
- Contain
- Return or Suspend

The Senior Management Representative is responsible for checking the “non-conforming products or services” identified within the BDL 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 Management Representative archives it as a Quality Record



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9 Performance and Evaluation

9.1 Monitoring, Measurement, Analysis and Evaluation

9.1.1 Monitoring, Measurement, Analysis and Evaluation General

Monitoring, Measurement, Analysis and Evaluation is based on risk and is linked to the Risk and Opportunities Register.

Cuzons has deemed customer satisfaction and internal auditing for monitoring, measuring, analysis & evaluation to ensure the quality performance and the effectiveness of the quality management system.

9.1.2 Customer Satisfaction

Cuzons collates data on customer satisfaction through various means. This includes customer contact, emails and customer satisfaction survey. Overall Customer satisfaction is monitored from the use of repeat business.

See Section 11.2 – Customer Feedback

9.1.3 Analysis and Evaluation

Results of feedback which includes customer satisfaction questionnaire, internal audits, conformity of products & service, planning, suppliers, risk & opportunities matrix is evaluated through the management review meeting and actioned as applicable should any non-conforming areas be present.

9.2 Internal Audits

An internal audit schedule is prepared on an annual basis and covers the requirements of any processes or ISO standards in which Cuzons wish to be certified. Internal audits are carried out through “risk or clause based” auditing.

Appropriate personnel are allocated to complete the internal audits and must record appropriate evidence for completeness. All audits completed must be authorised by Top Management as complete once any non-conforming areas have been dealt with (without any undue delay). Internal audit documentation must be kept and filed appropriately.

See Section 11.10 – Internal Audit Schedule

See Section 11.11 – Internal Audit Reports



9.3 Management Review Meetings

Management meetings typically take place bi-monthly. The attendees present are “Top Management” and any other appropriate persons of the business.

All inputs / outputs are fully documented and minutes taken in line with the requirements of the specific ISO standard in which **Cuzons** wish to be certified. Any actions arising from the meeting must be completed without any undue delay and appropriate evidence filed with the Management review documentation.

See Section 11.17 – Management Review Meetings



10 Improvement

10.1 Improvement General

Continuous Improvement will be ongoing through various elements of the Business Management System which is encompassed within this document. Cuzons ensures that improvement processes are completed and actioned as necessary. Improvement actions are derived from several resources.

- Customer Satisfaction
- Internal Audits
- Planning of Change Requests
- Non-conformances
- Risk and Opportunities

10.2 Non-Conformity and Corrective Action

See Section 8.7 & 8.8.

10.3 Continuous Improvement

Continual Improvement will be ongoing through various elements of the Business Management System which is encompassed within this document. The list below is not exhaustive.

- Risk & Opportunities Analysis.
- Quality Policy / Objectives.
- Continual review of the BDL.
- Competency Matrix.
- Customer Satisfaction.
- Production & Service Provision (Supplier Evaluation).
- Internal Audits.
- Management Review.



11 Appendix 1 – External and Internal Documentation

11.1 Company Policies

[Company Policies](#)

11.2 Customer Testimonials and Feedback

[Customer Testimonials and Client Feedback](#)

11.3 Employee Competency Register and Training Matrix

[CUZ-E-QMS-005 Competency Register & Training Matrix.xlsx](#)

11.4 Employee Contracts of Employment

[Employee Contracts 2022](#)

11.5 Company Organisation and Roles & Responsibilities

[CUZ-E-QMS-008 Organisation Chart.vsdX](#)

[Roles & Responsibilities](#)

11.6 Company Accreditations and Certification

[Accreditations & Certificates](#)

11.7 Legal Register

[CUZ-E-QMS-007 Legal Register.docx](#)

11.8 Company Procedures

[Company Procedures](#)

11.9 Business Development Log

[CUZ-E-QMS-003 Business Development Log.xlsx](#)

11.10 Audit Schedule

[CUZ-E-QMS-006 ISO 9001 Audit Schedule.xlsx](#)



11.11 Internal Audit Reports

[INTERNAL AUDIT 2022](#)

11.12 Risk, Opportunities and Objectives (CROO)

[CUZ-E-QMS-002 Context_Risk_Opportunities_Objectives Register.xlsx](#)

11.13 Planning of Changes

[2022](#)

11.14 Service and Calibration Records

[Test Equipment](#)

11.15 Master Document List

[CUZ-E-QMS-001 Master Document List.xlsx](#)

11.16 Supplier Approval Questionnaires

[Subcontractor and Supplier Approvals](#)

11.17 Management Review Meetings

[2022](#)

11.18 Non-Conformances

[Non-Conformances and Complaints](#)

