

desk



---

# QUALITY MANUAL

---

ISO9001:2015

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

## Table of Contents

### ISO 9001:2015 Control Document

Clause 4 -	<b>Context of the organisation</b>
4.1	<u>Understanding the organisation and it's context</u>
4.2	<u>Understanding the needs and expectations of interested parties</u>
4.3	<u>Determining the scope of the quality management system</u>
4.4	<u>Quality Management System and its processes</u>
Clause 5 -	<b>Leadership</b>
5.1	Leadership and commitment
5.1.1	<u>Leadership and commitment for the quality management system</u>
5.1.2	<u>Customer focus</u>
5.2	<u>Quality Policy</u>
5.3	<u>Organisational roles, responsibilities and authorisation</u>
Clause 6 -	<b>Planning for the quality management system</b>
6.1	<u>Actions to address risks &amp; opportunities</u>
6.2	<u>Quality objectives and planning to achieve them</u>
6.3	<u>Planning of changes</u>
Clause 7 -	<b>Support</b>
7.1	Resources
7.1.1	<u>General</u>
7.1.2	<u>People</u>
7.1.3	<u>Infrastructure</u>
7.1.4	<u>Environment for the operation of processes</u>
7.1.5	<u>Monitoring and measuring systems</u>
7.1.6	<u>Organisational knowledge</u>
7.2	<u>Competence</u>
7.3	<u>Awareness</u>
7.4	Communication
7.5	<u>Documented Information</u>
7.5.1	General
7.5.2	Creating and updating
7.5.3	Control of documented information
Clause 8 -	<b>Operation</b>
8.1	<u>Operational planning &amp; control</u>
8.2	<u>Determination of requirement for products and services</u>
8.2.1	Customer communication
8.2.2	Determination of requirements related to products and services
8.2.3	Review of requirements related to products and services
8.3	<u>Design and development of product or services</u>
8.3.1	General
8.3.2	Design and development planning
8.3.3	Design and development inputs
8.3.4	Design and development controls
8.3.5	Design and development outputs

8.3.6 Design and development changes

8.4 Control of externally provided products and services

8.4.1 General

8.4.2 Type & extent of control of external provisions

8.4.3 Information for external parties

8.5 Production and service provision

8.5.1 Control of production and service provision

8.5.2 Identification and traceability

8.5.3 Property belonging to customers or external parties

8.5.4 Preservation

8.5.5 Post delivery activities

8.5.6 Control of changes

8.6 Release of products and services

8.7 Control of non conforming process outputs, products or services

Clause 9 - **Performance evaluation**

9.1 Monitoring, measurement, analysis and evaluation

9.1.1 General

9.1.2 Customer satisfaction

9.1.3 Analysis and evaluation

9.2 Internal Audit

9.3 Management Review

Clause 10 - **Improvement**

10.1 General

10.2 Non conformity & corrective action

10.3 Continual improvement

## 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 procedures 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 THE ISSUE STATUS

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

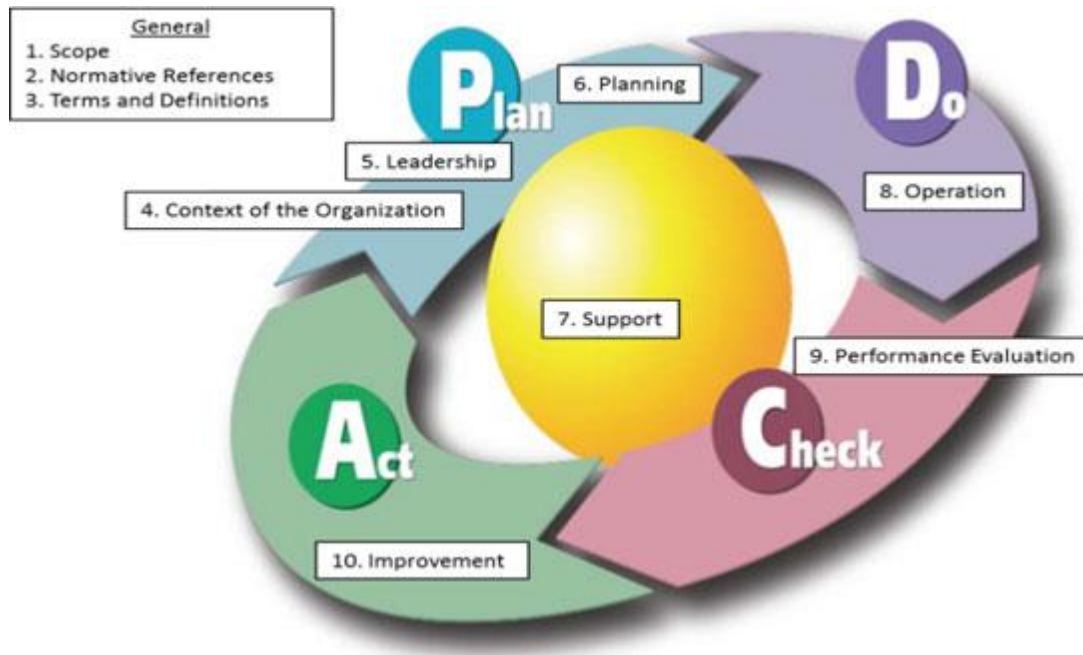
When any part of this Manual is amended, a record is made in the Amendment Log shown below.

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.

<b>Version</b>	<b>Issue Date</b>	<b>Additions/Alterations</b>	<b>Initials</b>
1.0	15/08/2017	Quality Management Manual First Authorised Issue	TL/MH
<u>2</u>	27/11/2017	Quality Management Manual	TL/MH
3	08/01/2018	Quality Management Manual	TL/MH
4	10/11/2018	Quality Management Manual	TL/MH
5	10/11/2019	Quality Management Manual	TL/MH
6	17/02/2020	Quality Management Manual	TL/MH

1.2 PLAN-DO-CHECK-ACT Model for ISO 9001:2015



### 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;
- the reduction of hazards, prevention 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.

Company Director Declaration:



**Antony Love**



**Mark Holden**

**Dated 17/02/20**

## 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 systems within the airports, commercial and industrial sectors within the UK.

## 3. QUALITY OBJECTIVES

We aim to provide a professional and ethical service to our clients. In order 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 work closely with external providers to ensure that our SMART quality objectives are continually reviewed and adhered to.
- 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.

#### [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.

### 4.2 Understanding the needs and expectation of interested parties

Interested Parties	Information Requirements
Directors	<p>To ensure that the business continues to function without hindrance and bureaucracy.</p> <p>To ensure business information is kept confidential, available and reliable.</p>
Managers	<p>To protect client confidentiality</p> <p>To ensure employment processes are followed.</p> <p>To ensure Information Security training has been carried out.</p> <p>To ensure all relevant HR documentation is up to date</p>
Employees	<p>To protect client confidentiality</p> <p>To ensure employment processes are followed.</p> <p>To ensure Information Security Policies and Procedures are followed.</p> <p>To take responsibility for their own training</p>
Clients	Data to be used ethically in accordance with consent arrangements
Contractors	<p>To ensure all related information is kept confidential</p> <p>Meet the requirements of the Data Protection Act 2018</p> <p>To ensure integrity of the systems are maintained as appropriate</p> <p>To ensure adherence to relevant SLAs</p>
Suppliers	<p>To ensure all related information is kept confidential</p> <p>Meet the requirements of the Data Protection Act 2018</p> <p>To ensure integrity of the systems are maintained as appropriate</p> <p>To ensure adherence to relevant SLAs</p>



Accountants	To ensure all related information is kept confidential Meet the requirements of the Data Protection Act 2018
Company Solicitors / Lawyers	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 & 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 the 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.

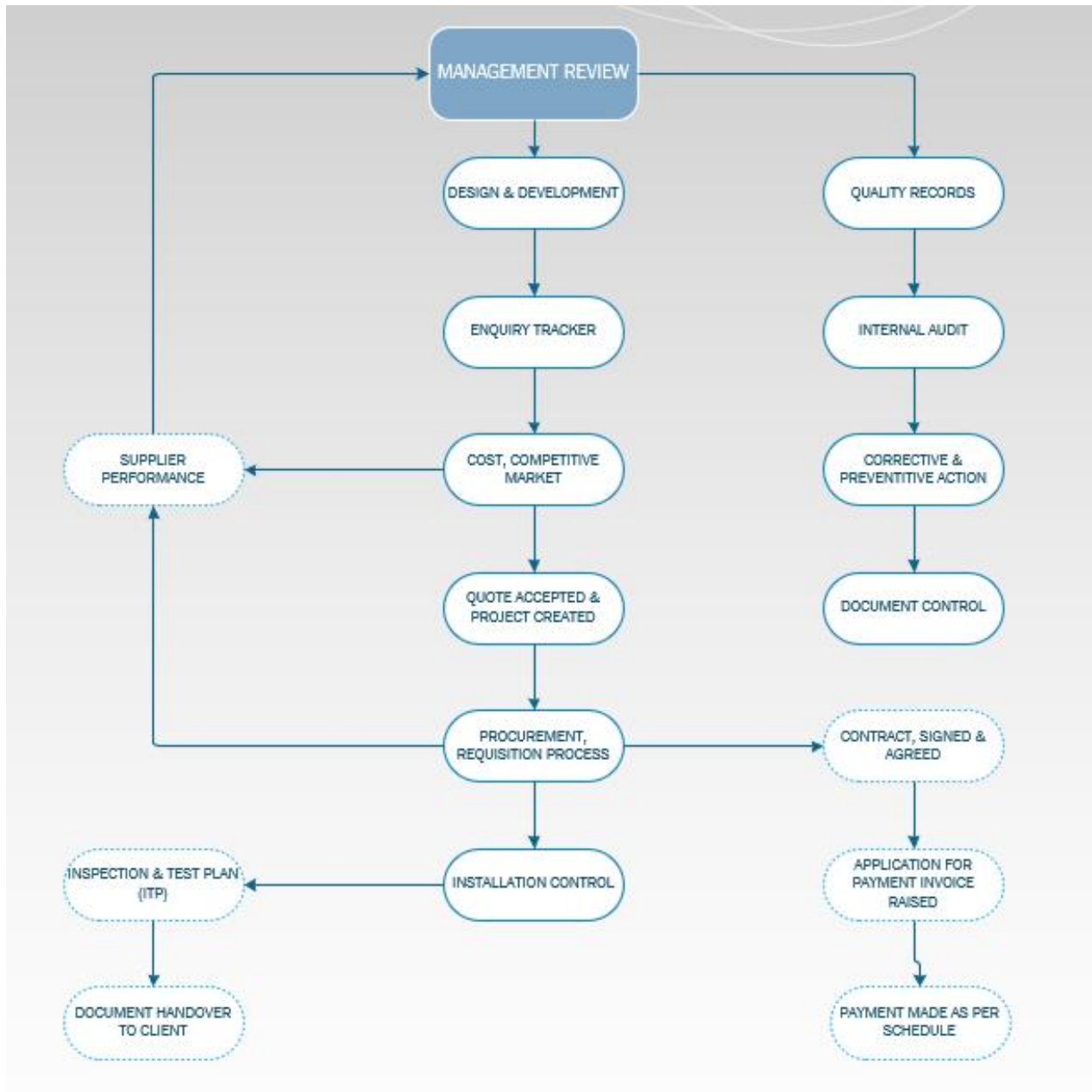
The scope of the **Cuzons** QMS will be available to all internal & external parties and maintained as documented information. The **Cuzons** QMS was designed and implemented to cover & support the scope:

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

#### [4.3 Internal and External Issues](#)

#### 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. We have a flow chart of illustrate the interaction of our core business processes, as shown below:-



## 5 LEADERSHIP

### 5.1 Leadership & Commitment

**Cuzons** Management Team are committed to the development and implementation of a Quality Policy and the Quality Management System which are both compatible with the strategic direction and the context of the organisation, the whole 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 as well as statutory and regulatory requirements, and overall, to contribute to achieving **Cuzons** Quality Policy and Objectives which are aligned with the current business plan.

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.

Please see our team structure <https://cuzons.sharepoint.com/Company%20Documents/ISO-9001%20QMS/organisation%20chart%20-%205>

In summary, the Senior Management Team will ensure that:

#### 5.1.1 Leadership and commitment for the quality management system

- 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.
- Measurement of our performance against our declared Quality Objectives is undertaken.
- Resources needed for the QMS are available and employees have the necessary training, skills and equipment to effectively carry out their work.
- 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.

#### 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

The Quality Policy of **Cuzons** is located within section 1.3 of this Manual – [Quality Policy](#).

## 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.

## 6 Planning for the Quality Management System

### 6.1 Actions to address risk and opportunities

We have identified the risks and opportunities that are relevant to our Business Management system from an operational perspective. This also links to section 4.1 and 4.2 of this manual and also provides information on low-level objectives. 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.

**Please see below document as demonstration:-**

[https://cuzons.sharepoint.com/:x/g/EW-RRy\\_hrNxJrcdqje5cGksBI0Xrk9pIiii0kmkcPAQ1iA?e=9dL5f3](https://cuzons.sharepoint.com/:x/g/EW-RRy_hrNxJrcdqje5cGksBI0Xrk9pIiii0kmkcPAQ1iA?e=9dL5f3)

### 6.2 Quality Objectives and planning to achieve them

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

### 6.3 Planning of Changes

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

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

- Purpose of the change
- Any potential consequences
- Integration of the quality management system
- The availability of resources
- The allocation or reallocation of responsibilities and authorities
- Technical Skills
- Timescales
- Risks
- Impact

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 (Section 10)

Version No.6

Dated: 17/02/2020

Please see below document as demonstration:

[https://cuzons.sharepoint.com/:x:/g/EXD2yQpk1y1OmrOI7jWhVY8BftyeSvOYRkoKHsW\\_wE5x8Q?e=SQv3UF](https://cuzons.sharepoint.com/:x:/g/EXD2yQpk1y1OmrOI7jWhVY8BftyeSvOYRkoKHsW_wE5x8Q?e=SQv3UF)

## **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 taken into account when completing an evaluation:

- The capabilities of, and constraints on, existing internal resources;
- What needs to be obtain from external providers

#### **7.1.2 People**

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

#### **7.1.3 Infrastructure**

All of 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:

- Office Space
- Utilities
- Hardware / software
- Technology
- 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 in particular, We also try to engage in local staff to help the environment.

At our sites within both Heathrow, LCY and Stanstead airports we have an allocated store room, locker area and WC's for those working airside. 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 (see documented evidence within our maintenance, service and calibration records) Please refer to **Cuzons Quality Management Portal**.

Personnel: We ensure that all personnel are monitored on a regular basis (please see personnel records for training etc). We maintain a monitoring / training matrix as evidence Please refer to **Cuzons Quality Management Portal**.

#### **7.1.6 Organisation Knowledge**

We ensure that “Job Specifications” are produced which include knowledge requirements for each individual role. Specific tests 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.

#### **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:

Please see below “hyperlinked documentation as demonstration of compliance:

- Job descriptions which set out the competences required
- Contracts of employment which set out contractual and legal requirements
- [Induction checklists to ensure / check understanding](https://cuzons.sharepoint.com/:w:/g/EfY3EsYwJBNNhHGgG8I8WewBR4b-82w2uC84okPZY84Eyw?e=bUdCKJ)
- 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

#### **7.3 Awareness**

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

- Notice Boards
- Awareness Training
- Induction
- CPD

#### **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 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**

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 and delegates any training required to the "Top Management Team".

### **7.5.3 Control of documented information**

All documentation is controlled by version and date and is listed on a "Master Document List".  
<https://cuzons.sharepoint.com/:w:/g/EeBX0HS8Mg5As0DGXvyqrdUBlyzPk8ay1vgLDe4noZRx9g?e=6Agbqb>

Control of documents can be seen on the Master Document List and 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.

**Please see below document as demonstration of compliance:**

<https://cuzons.sharepoint.com/:w:/g/EeBX0HS8Mg5As0DGXvyqrdUBlyzPk8ay1vgLDe4noZRx9g?e=yfwBo>

## **8 Operation**

### **8.1 Operational planning and control**

**Cuzons** has determined the requirements and controls implemented for all processes detailed in section 4.4. Any planned changes are controlled through section 10 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, orders and amendment details are appropriately stored and identified by customer and reference number.

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

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.

**Please see below document(s) as demonstration of compliance:**

[https://cuzons.sharepoint.com/:w:/g/EYaUQJ7KFOBGvDDk-CcCf3sBMGV6o\\_iISCJQekzPVMk-VA?e=RmT1kX](https://cuzons.sharepoint.com/:w:/g/EYaUQJ7KFOBGvDDk-CcCf3sBMGV6o_iISCJQekzPVMk-VA?e=RmT1kX)

[https://cuzons.sharepoint.com/:w:/g/EeO7J\\_rlQnBDt\\_y0nTVWZB0B8aUwb0C1cvQBL15HYq946Q?e=H14O2z](https://cuzons.sharepoint.com/:w:/g/EeO7J_rlQnBDt_y0nTVWZB0B8aUwb0C1cvQBL15HYq946Q?e=H14O2z)

#### **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 section 4.1 of 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 related to 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.

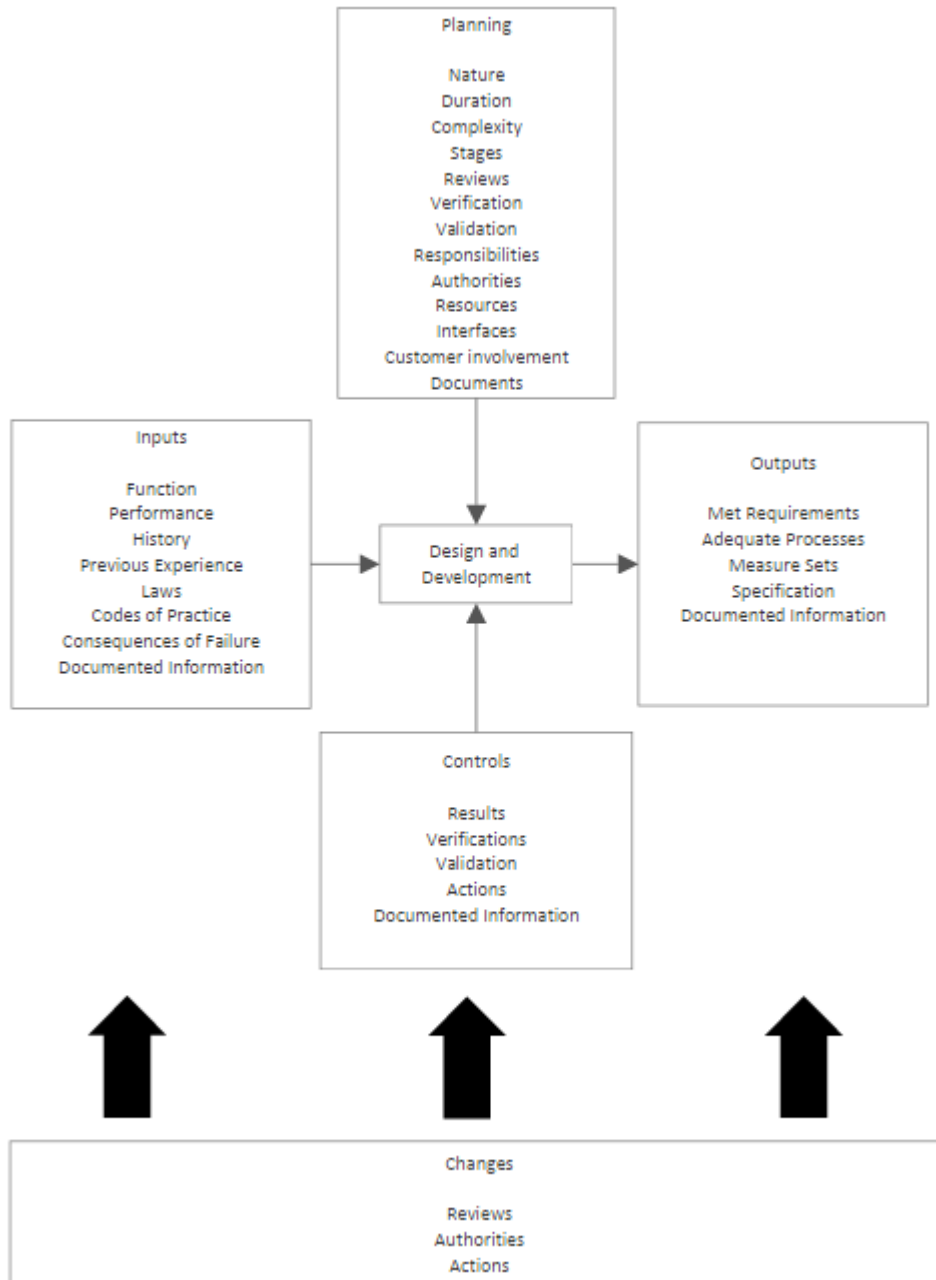
The contract review will be reviewed mid-way through the process to validate the client’s requirements.

Any change required either through client requirements or product / service design will be fully documented through the “Business Development Log” within section 10 of this document.



### 8.3 Design and development of products and services

Cuzons has detailed processes for the design and development of products / services. The following elements are detailed within flowcharts explaining the processes:-



## **8.4 Control of externally provided products and services**

### **8.4.1 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 the Supplier Visit Quality Questionnaire Report and

**Please see below document(s) as demonstration of compliance:**

[Supplier Quality Questionnaire](#)

[https://cuzons.sharepoint.com/:w:/g/EVL\\_6lJsUR9OpRxcJXxbWVoBsr-jiidcvZCiWgs8MZQRTw?e=fn4cgs](https://cuzons.sharepoint.com/:w:/g/EVL_6lJsUR9OpRxcJXxbWVoBsr-jiidcvZCiWgs8MZQRTw?e=fn4cgs)

[Supplier Visit Report](#)

[https://cuzons.sharepoint.com/:w:/g/Ef4TuAaTcPhDsjNB0G\\_i1fABJ6SCWsG9HtCLuUnjMVYSzQ?e=8hKHDc](https://cuzons.sharepoint.com/:w:/g/Ef4TuAaTcPhDsjNB0G_i1fABJ6SCWsG9HtCLuUnjMVYSzQ?e=8hKHDc)

### **8.4.3 Information for external provision**

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

## **8.5 Production and service provision**

### **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.

### **8.5.3 Property belonging to customers or external providers**

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

### **8.5.4 Preservation**

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

### **8.5.5 Post-delivery activities**

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 for traceability.

## 8.7 Control of nonconforming process outputs, products and services

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

**Cuzons** has various processes and procedures in place to ensure that preventative action against nonconformities can be introduced, documented and seen through to completion in order to address the initial problem. The complex nature of the clients we work with demands that we have flexible, but effective, processes and procedures in place.

However, **Cuzons** also uses internal and external audits and risk assessments to continuously improve its service delivery, financial, HR and operational functions.

### 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 as a result of Customer Feedback, Customer Complaint, Information Security incident or Management Review is also logged and tracked via the BDL.
- Each entry in the BD to include:
  - a. Sequential numbering
  - b. Category of issue
  - c. Person/Date recorded
  - d. Overview of the issue, problem or concern
  - e. Person responsible
  - f. Action taken
  - g. Date completed
  - h. Initialled when complete

For products the following actions must be also followed:-

- Segregation, containment, return or suspension of provision of products

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

### Related records

Management Review meeting records <https://cuzons.sharepoint.com/:f/g/E11zyPBlvNXLInexWZ-E0JcB9RqVVOYDiiRvB3qkFO4jYA?e=VD5Lso>

## 9 Performance Evaluation

### 9.1 Monitoring, measurement, analysis and evaluation

Version No.6

Dated: 17/02/2020

Monitoring is based on Risk and is linked to the risk & opportunities register.

### 9.1.1 General

**Cuzons** has deemed the following elements (9.1.2, 9.2 & 9.3) 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.

Please see below document as demonstration of compliance:

[Customer Satisfaction Questionnaire](#)

### 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 Audit

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

Please see below document as demonstration of compliance:

[Internal Audit Report / Non-conformance Report](#)

<https://cuzons.sharepoint.com/:w/g/ESNWdfPYXU9KryX3cl77JqIBvsvlbXcC2blcabGUO1vsjA?e=IAo3BF>

### 9.3 Management Review

Management reviews take place on a quarterly basis. The attendees present are “Top Management” and any other appropriate persons of the business.

All inputs / outputs are full 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.

Please see below document as demonstration of compliance:

<https://cuzons.sharepoint.com/:f/g/EI1zyPBIvNxLIInxWZ-E0JcB9RqVVOYDiiRvB3qkFO4jYA?e=VD5Lso>

## 10 Improvement

### 10.1 General

**Cuzons** ensures that improvement processes are completed and actioned as necessary. Analysis methods include various elements which include:-

- [Customer Satisfaction Analysis and Evaluation](#)
- [Internal Audits \(as seen at 9.2\) https://cuzons.sharepoint.com/:f/g/E11zyPB1vNxLInexWZ-E0JcB9RqVVOYDiiRvB3qkFO4jYA?e=VD5Lso](https://cuzons.sharepoint.com/:f/g/E11zyPB1vNxLInexWZ-E0JcB9RqVVOYDiiRvB3qkFO4jYA?e=VD5Lso)
- [Planning changes to the Quality Management System, Products & Services via use of the BDL \(as seen at 6.3\) https://cuzons.sharepoint.com/:x/g/EXD2yQpk1Y1OmrOI7jWhVY8BfyeSvOYRkoKHsW\\_wE5x8Q?e=ggKnrF](https://cuzons.sharepoint.com/:x/g/EXD2yQpk1Y1OmrOI7jWhVY8BfyeSvOYRkoKHsW_wE5x8Q?e=ggKnrF)
- 3<sup>rd</sup> party assessments for certification purposes
- [Results of non-conforming products \(as seen at 8.7 via use of the BDL\)](#)
- [Risks & Opportunities \(as seen at 6.1\) https://cuzons.sharepoint.com/:x/g/EW-RRy\\_hrNxJrcdqje5cGksBI0Xrk9p1ii0kmkcPAQ1iA?e=3VhN3K](https://cuzons.sharepoint.com/:x/g/EW-RRy_hrNxJrcdqje5cGksBI0Xrk9p1ii0kmkcPAQ1iA?e=3VhN3K)

### 10.2 Nonconformity and corrective action

Should a nonconformity occur, including those arising from complaints, internal audits & external 3<sup>rd</sup> 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 non-conformances occur then the internal audit report / BDL must be completed to ensure that a full analysis of the problem is resolved. Should any changes to the Business Management System, Products or Services be required then the BDL document shall also be completed.

**Please see below document(s) as demonstration of compliance:**

[Internal Audit Report / Non-conformance Report  
https://cuzons.sharepoint.com/:f/g/E11zyPB1vNxLInexWZ-E0JcB9RqVVOYDiiRvB3qkFO4jYA?e=VD5Lso](https://cuzons.sharepoint.com/:f/g/E11zyPB1vNxLInexWZ-E0JcB9RqVVOYDiiRvB3qkFO4jYA?e=VD5Lso)

### 10.3 Continual 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 – Evaluated at several stages (clause 5.1, 6.1)
- Quality Policy / Objectives
- Continual review of the BDL
- Competency Matrix
- Customer Satisfaction
- Production & Service Provision (Supplier Evaluation)
- Internal Audits
- 3<sup>rd</sup> Party External Audits
- Management Review