

# Enterprise Pipework Services Ltd

## QUALITY MANUAL

# Contents

## **1. Approval and Revision**

1.1 Approval & Revision History

## **2. Company**

2.1 Responsibilities & Authority

2.2 Processes

2.3 Procedures

## **3. Scope and Exclusions**

3.1 Scope

3.2 Exclusions

## **4. Business Process Interaction**

4.1 Core Processes

# **1. Approval and Revision**

## 1.1 Approval & Revision History

Approval & revision history is recorded in the Procedures, Documents and Records Log.

## 2. Company

### 2.1 Responsibilities & Authority

To support the credibility of our existing range of services and to provide a framework for continuous improvement, we have identified the following roles and responsibilities to deliver, maintain and improve our quality management system.

Role and Nominated Person	Responsibilities & Authority
Top Management	<ol style="list-style-type: none"> <li>1. Communicating the importance of meeting customer, statutory and regulatory requirements.</li> <li>2. Establishing the quality policy.</li> <li>3. Establishing quality objectives.</li> <li>4. Ensuring planning requirements are carried out.</li> <li>5. Ensuring that the integrity of the quality management system is maintained.</li> <li>6. Ensuring roles and responsibilities are defined and communicated within the organisation.</li> <li>7. Ensuring effective communication of the quality management system.</li> <li>8. Conducting management reviews.</li> <li>9. Ensuring the availability of resources.</li> <li>10. Appointment of a management representative.</li> </ol>
Management Representative (Mark Bingham)	<ol style="list-style-type: none"> <li>1. Ensuring processes are established, implemented, maintained and remain appropriate.</li> <li>2. Communicating the quality policy and quality procedures to all staff.</li> <li>3. Reporting to top management on the performance of the quality management system and recommendations for improvement.</li> <li>4. Liaising with external parties on matters relating to the quality management</li> </ol>

	system.
Quality Manager (Mark Bingham)	1. Maintenance of the manual, procedures and processes.
Internal auditors (As appointed by the QM)	1. Internal auditing as directed by the quality manager.
All staff	1. Adherence to the quality manual, procedures and processes. 2. Reporting of nonconformity and areas for improvement.

## 2.2 Processes

We identified our key processes and their interaction and have integrated them into our ISO 9001:2008 quality management system. The flowchart at 4.1 illustrates these processes and their interaction.

## 2.3 Procedures

All written procedures are identified and controlled through the Procedures, Documents & Records Log.

# 3. Scope and Exclusions

## 3.1 Scope

This manual establishes compliance with ISO 9001:2008. It applies to "Mechanical engineering services".

## 3.2 Exclusions

We have identified the following clauses of ISO 9001:2008 to exclude from our QMS. These are excluded because none of our business processes incorporate any element of that clause:

- 7.3 Design & Development
- 7.5.4 Customer property.
- 7.5.5 Preservation of product.
- 7.6 Control of monitoring and measuring equipment.

These exclusions are reviewed as part of the Management Review procedure to ensure continued appropriateness.

## 4. Business Process Interaction

### 4.1 Core Processes

