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ENGINEERING

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QUALITY MANUAL

Document No: QAP000

Revision: A

Author: Quality Services

Approval:

Date: 12/04/17

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SCOPE

Grant Walker Engineering specialise in the complete installation of Electrical and Mechanical systems across all work sectors including quality office developments, commercial and public buildings, data centres, retail, health, education, leisure, hotels, Ministry of Defence, residential – high and low end in accordance with both customer design specifications and National/international legislative requirements.

Grant Walker Engineering began trading in 2013 and are based in Central London and Hampshire.

They have built their reputation by providing a specialised, reliable and high-quality service which is focused on customers needs. Their whole ethos is based on developing close working relationships with customers so they can build an understanding of the company's role in achieving their goals and aspirations. They are centred around the belief that the customer is looking for a service that combines quality, efficiency and reliability with a professional, enthusiastic, personal approach and a track record which proves the company can actually deliver.

The Company regards effective quality management and control to be of major importance to its business. To ensure effective management of its service provision process, and to ensure regular improvements in customer perception and system effectiveness, the Company has implemented a quality management system (QMS) satisfying the requirements of the international standard ISO 9001. This manual describes the systems and procedures used to meet the requirements of the Standard.

The QMS applies to all operations and activities where Grant Walker Engineering have direct responsibility and as such they are required to follow the QMS procedures at all times.

The system applies to all activities and operations of the Company, including those activities of contractors and suppliers, over which Grant Walker Engineering can exert significant influence.

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1.0 NORMATIVE REFERENCES

ISO9000.2015 Fundamentals and Vocabulary
ISO9001.2015 Quality Management System

2.0 DEFINITIONS



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Section 4 Context of the Organisation

Section 4.1 Understanding the Organisation and its Context

Fundamental to our business strategy is the belief that our clients are our best asset, so our key objective is to provide a first-class service to our consumers and in return, enjoy the benefit of repeat business. We place a special emphasis on communication, as it is essential to develop an excellent understanding of our clients' requirements and expectations.

The high standards that our customers have come to expect is achieved by employing skilled craftsmen, most of whom have been with us for many years and in order to meet these stringent criteria for product have implemented and maintained a Quality Management System that meets both customer and company requirements and criteria set out in the international standard ISO9001.

Section 4.2 Understanding the Needs of Interested Parties

Grant Walker Engineering supply products and services against national and international specifications and criteria set out by other legislative bodies. Where individual customer requirements may be in conflict with available specifications, every effort shall be undertaken to supply product which is acceptable to all parties

Section 4.3 Determining the Scope of the Quality Management System

The company has determined its scope of operations for which the QMS is certified as:-

The installation of Electrical and Mechanical systems across all work sectors including quality office developments, commercial and public buildings, data centres, retail, health, education, leisure, hotels, Ministry of Defence, residential – high and low end.

Section 4.4 Quality Management System

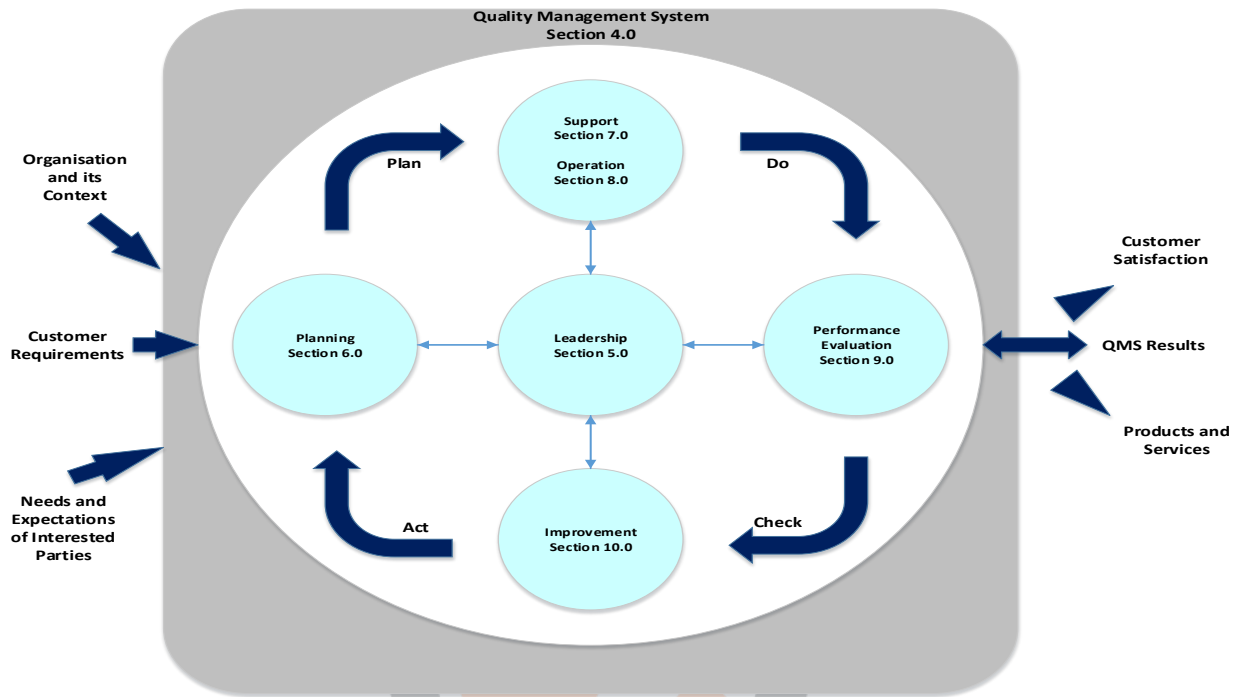
Grant Walker Engineering have set in place a documented quality system for the control of products and services from the point of customer initial enquiry to the delivery of finished contract.

The quality system shall be a three tier system comprising

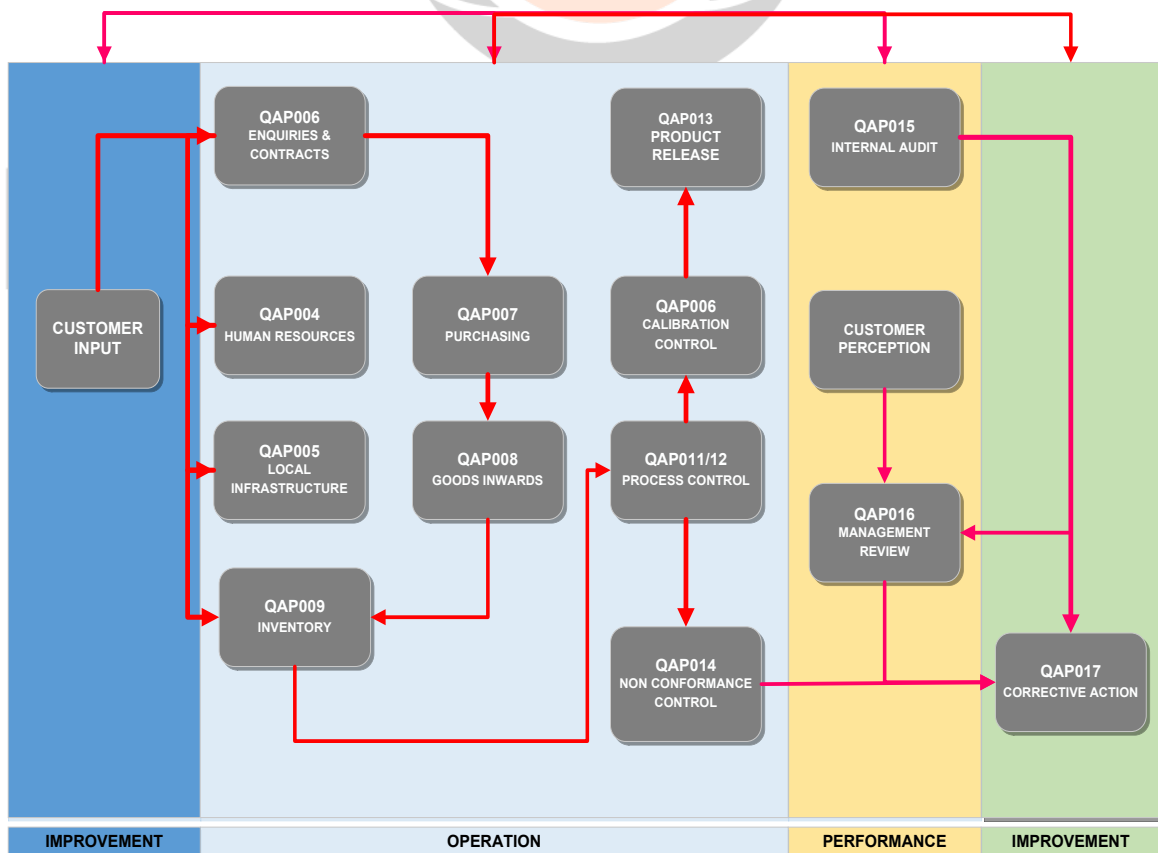
- **Tier one:** The Quality Manual in which is set out the company's response to the individual clauses of the International Quality Standard ISO 9001.
- **Tier two:** Process Flow Charts and Quality Procedures outlining individual discipline requirements for the delivery of acceptable service and product quality.
- **Tier three:** Detailed installation, servicing and maintenance instructions derived from a computer based system and specifications for day to day operational requirements.

The above tiers are subject to continuous scrutiny and improvement using various quality system tools and techniques as described within this manual

PDCA Cycle



PROCESS INTERACTION



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Section 5.0 Leadership

Section 5.1 Leadership and Commitment

The Directors are accountable for the effectiveness of the organisation's quality management system.

They will review their policy for quality on an annual basis along with the effectiveness of the Quality Management System to ensure that it is consistent with the organisation's overall strategic direction.

They shall ensure that the requirements of the quality management system are made known to all employees and form an integral part of day to day activities.

Section 5.2 Quality Policy

The Directors shall establish a quality policy that reflects the context of the organisation, contains overall objectives and reflects the continual improvements carried out in the service delivery process. Goals set out in the policy form part of the annual management review where quantifiable objectives or KPI's can be set and monitored.

The policy shall be displayed in the public areas along with the company's Quality Management System registration certificate. It shall also form part of the company induction process and be available to all interested parties.

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Section 5.3 Organisational roles, responsibility and authority

The Management Team of Grant Walker Engineering shall identify those resources required to ensure the maintenance of the company quality system and the supply of conforming services. The objectives and responsibilities assigned to each function are shown below:

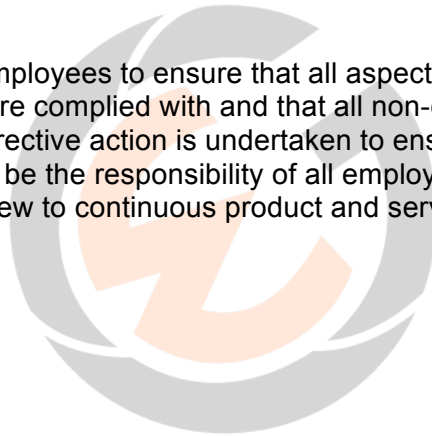
Copy of the Organisation Chart will be Created and Inserted

Directors:

As chief executives, the Directors will take overall responsibility on all matters pertinent to the quality of services offered and to ensure that statements made within the quality policy are upheld and understood throughout the organisation. They shall review the performance and maintenance of the company Quality System, including the quality of services supplied and the effectiveness of the Quality System in the achievement of targets set within the Quality Policy and annual Management Review. To achieve such, they shall utilise and empower other employees and the services of an external resource as required.

All Employees

It is the responsibility of all employees to ensure that all aspects of the company's documented quality system are complied with and that all non-conformance is reported, fully investigated and planned corrective action is undertaken to ensure continued and improved customer satisfaction. It shall be the responsibility of all employees to continually review custom and practice with a view to continuous product and service improvement.



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Section 6 Planning

Section 6.1 Actions to Address Risks and Opportunities

As part of the Management Review process, Grant Walker Engineering will carry out a "Context of the Organisation" analysis to identify the internal and external issues they face and the relevant requirements of their interested parties and how this may impact on their quality management system. Grant Walker Engineering will determine and evaluate the risks and opportunities that need to be addressed to ensure that the quality management system can achieve its intended outcomes and continual improvement. This may result in no action, a monitoring of the risk or opportunity or the planning of actions to utilise the opportunity or minimise the risk

6.2 Quality Objectives and Planning to Achieve Them

The setting of 'Quality Objectives' form an integral part of the Management review process based on statements made within the Quality Policy and Mission Statement. When setting objectives, the management shall take into consideration, any statutory or regulatory conditions that may apply including criteria set by customers.

The management shall ensure that these objectives are made known across the company in order that all employees understand their responsibilities in achieving them.

6.3 Planning of Changes

The management shall ensure that when changes are made to the business process that will impact on the QMS, they will be implemented in a controlled manner and fully documented to ensure minimal impact on the service provided to customers.

Section 7.0

Section 7.1 Resources

Grant Walker Engineering have identified the following resources for management under its Quality Management System.

Human Resources in terms of need identification, recruitment, induction and development.

Infrastructure with respect to equipment, tooling, supply and subcontract sources that may impact on the service delivery process offered by Grant Walker Engineering.

Environment and its effect on the service delivery process.

The above resources shall be subject to continued monitoring to ensure their continued effectiveness.

Section 7.2 Competence

Grant Walker Engineering shall determine the competency levels necessary for those people performing work under its control and ensure the attainment of the same with the provision of suitable training and development.



Section 7.3 Awareness

Grant Walker Engineering shall ensure that all “persons undertaking work under the organisation’s control”, including contractors are aware of the organisation’s quality policy and any quality objectives that are relevant to them. They shall be made aware, how they are contributing to the effectiveness of the QMS and the implications for not conforming to the QMS requirements.

Section 7.4 Communication

QMS information shall be communicated throughout Grant Walker Engineering via notice boards, email and tool box talks.

Communication to interested parties may be via the company web site or press releases.

Section 7.5 Documented Information

Grant Walker Engineering have implemented and will maintain documented procedures for the service delivery process and the determination of the effectiveness of the same.

All documents forming the QMS shall be issue controlled and all amendment details shall be maintained within the Network File Server.

Date and time stamped documents may be printed from the Network File Server for information or training purposes.

It shall be the responsibility of the management to ensure that only current information is available to view and all obsolete documents are removed from circulation.

Section 8.0 Operation

Section 8.1 Operational Planning and Control

Grant Walker Engineering plan, implement and control internal procedures as identified in clause 4.4 in order to meet requirements for the delivery of their products and services.

Detailed manufacturing processes are compiled and amended based on product knowledge, local experience and previous product performance information.

Section 8.2 Determination of Requirements for Products and Services

Grant Walker Engineering will communicate with customers on matters relating to their services. They will ensure all applicable requirements are known and that any statutory and regulatory requirements including customer requirements are also known and any queries in these fields are resolved before commitment to supply.

Section 8.3 Design and Development of Products and Services

All design and development work required as part of contract supply shall be undertaken by a suitable external design consultancy approved by both Grant Walker Engineering and the client.



Section 8.4 Control of externally sourced products and services

Grant Walker Engineering will ensure that externally provided products and services meet specified requirements; by a variety of means such as incoming inspections, site visits and inspections or acceptance based on historical evidence. Supplier data will be maintained to ensure all records are current.

Section 8.5 production and Service Provision

Manufacturing activities are undertaken against detailed works instructions and relevant drawings. Inspections are implemented during and post manufacturing operations using calibrated equipment where appropriate and acceptance standards. Customer property is not processed by Grant Walker Engineering.

Section 8.6 Release of Services

Grant Walker Engineering carry out full snagging checks to ensure its services have been applied correctly and meet all necessary legislative and customer requirements before release to their customers.

Section 8.7 Non-Conforming Goods and Services

Any item found to non-conform shall be removed from work and identified as quarantined by a suitable label or contained area.

The Project Manager shall investigate the cause in conjunction with the relevant engineer. All non-conformance investigations when applied shall be documented.

Section 9.0 Performance Evaluation

Section 9.1 Monitoring, Measurement, Analysis and Evaluation

Grant Walker Engineering has determined the following areas where monitoring and measurement can be undertaken as an indicator of Quality Management System performance:

Service Quality

In terms of conformance to customer expectations and stated criteria.

Procedural Conformance

With respect to suitability to company needs, conformance to standards and compliance by employees.

Customer Satisfaction

In relation to their opinion of their services, Grant Walker Engineering analyse and evaluate data and information relevant to their business and management system operation.

Section 9.2 Internal Audit

An internal quality audit shall be carried out to a published timetable agreed at the annual Management Review of the Quality System. The audit shall establish both conformance to in house procedures and process conformance to ISO 9001.

All audits shall be documented, including all evidence and supporting documentation seen. Results of these audits will be made available to senior managers to review post audit and at their management review meeting.



Section 9.3 Management Review

The Management Team shall conduct a 12 monthly review of the Quality Management System and its components to ensure the effectiveness of the same in conforming to the requirements of ISO 9001 and compliance with statements made in the Quality Policy. The basis of the review shall be an assessment of reporting information derived from the following internal and external documents.

Review Input

1. Actions from previous review meetings
2. Context of the Organisation and Strategic Plan Review
3. Internal and External Audit Reports
4. Noncompliance reports
5. Corrective and Preventative Actions
6. Resource Management
 - Human Resources
 - Infrastructure
 - Environment
7. Corrective and Preventative Action reports.
8. Market place reports if appropriate
9. External Influences that may impact on the Quality System
10. Previously Set Quality Objectives

Review Output

11. Quality System Effectiveness
12. Opportunities for Improvement
13. Quality Objectives

Section 10.0 Improvement

Section 10.1 General

Grant Walker Engineering shall identify opportunities for improvement through a variety of means such as:-

- Context of the Organisation analysis
- Changes in technology or methods
- As a result of identified or reported non conformance
- As a result of customer observations
- Employee observations
- Legislative changes

Section 10.2 Non conformity and Corrective Action

All non-conformance whether internal or customer reported is reviewed and a decision made as to whether a detailed investigation is required. The investigation shall take into consideration, the effect on similar components.

Corrective actions shall be documented to ensure continued customer satisfaction and the prevention of a recurrence on the same and similar components.

Section 10.3 Continual Improvement

Through its internal audit and management review processes the management team of Grant Walker Engineering will identify, implement and monitor improvement projects.



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Improvement

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