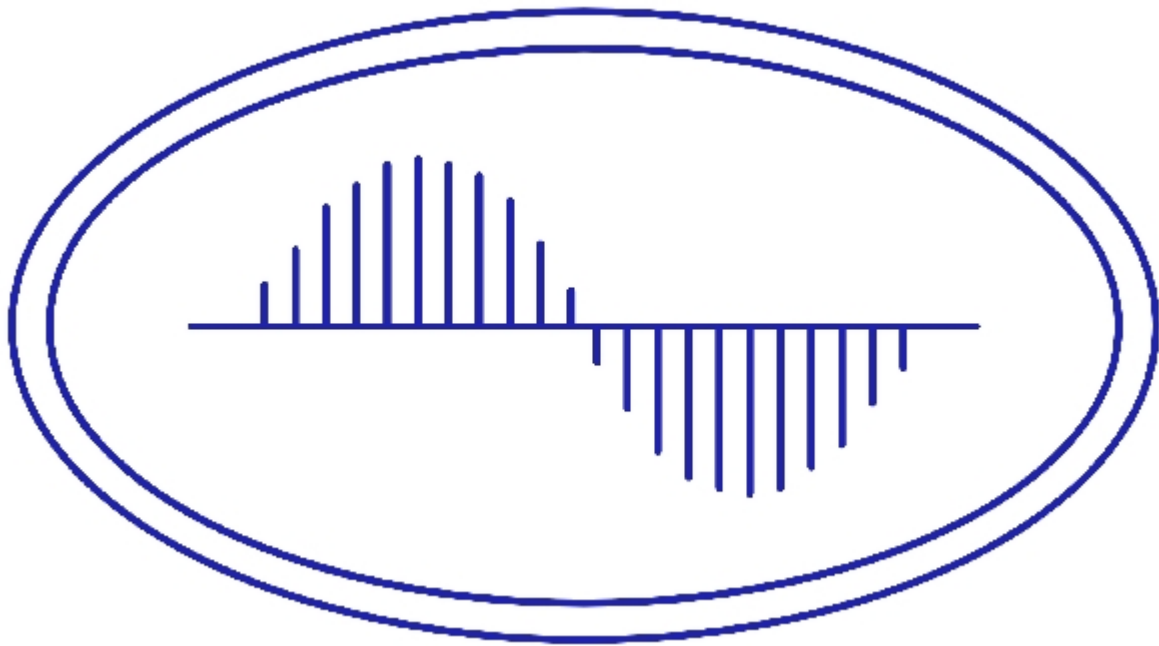


# Assessment Report

## Electroservices (Instruments) Ltd

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**Report Author**

Sid Ekers

**Visit Start Date**

22/12/2009



## Introduction

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This report has been compiled by Sid Ekers and relates to the assessment activity detailed below:

Visit ref/Type/Date/Duration	Certificate/Standard	Site address
7464504 Continuing Assessment (Surveillance) 22/12/2009 1 day(s) No. Employees: 19	FS 00840 ISO 9001:2008	Electroservices (Instruments) Ltd The Calibration House William Brown Close Llantarnam Park Cwmbran NP44 3AB United Kingdom

The objective of the assessment was to conduct a continuous assessment of the quality management system to confirm its effectiveness in operation and to the requirements of ISO 9001/2008.

## Management Summary

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The objective of the visit has been achieved and we are pleased to confirm continued registration to ISO 9001/2008

The areas assessed during the course of the visit were generally found to be effective.

There were no outstanding nonconformities to review from previous assessments.

No new nonconformities were identified during the assessment. Enhanced detail relating to the overall assessment findings is contained within subsequent sections of the report.

## Areas Assessed & Findings

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### DOCUMENTED QUALITY SYSTEM 4.1

The Documented Quality System is at Issue 4 dated December 2008 and is available to all Staff electronically.

The Quality Manager advises that this document is under review and will probably form the Business Manual to incorporate the environmental (currently being implemented) and the health and safety processes.

#### OBSERVATION

In reviewing the Quality policy it was suggested that the addition of a commitment to working within the framework of statutory, regularity and legal requirements would be of benefit.

All the mandatory clauses have been covered in the Manual ,however the following observation is recorded.

#### OBSERVATION:

A procedure for preventive action Clause 8.5.3 would be better extracted from procedure Q 3 as a stand alone item to clarify the process of considering potential non-conformities more distinctly for reporting at the Management Review meeting

It is noted that corrective action form QSF001 is to be amended to include a record of the post implementation review of action for

effectiveness.

## **MANAGEMENT REVIEW Customer satisfaction/complaints 5.6**

The last Management Review was conducted on the 26/02/09 and is held every 12 months. A comprehensive agenda covers the requirements of the Standard effectively and excellent minutes were published. These are made available to all staff as part of the communication process .

No complaints has been recorded for the last 12 months and a new Customer Satisfaction questionnaire has been introduced and issued at 2 monthly intervals to 10 customers. The results have so far been encouraging with at least a 30% response.

Objectives are monitored and reported effectively at the meeting and some interesting results are recorded. The outputs from the review meeting are recorded on an action plan with target times and assignees to address the requirements .This is monitored by the Quality Manager to ensure progress is maintained in the improvement programme .

One of the statistics published concerned the outputs from the product Quality Audits and was seen to be a known error rate.

### **OBSERVATION:**

On the statistical analysis of a large number of items calibrated during a 12 month period it would show known level non-conforming product . It was suggested that an analysis is conducted of these non-conformities to determine if any special action is required for any serious issues that could effect the Client's quality processes.

It is noted that there are said to be no warranty returns or costs which infers there is not an issue with the from quality audits the ,and also provides a good measure of customer satisfaction.

## **INTERNAL AUDITS 8.2.2/8.5.2**

The Internal Audit programme has been completed to the planned arrangements covering the 6 operating areas at the Cwmbran location and conducted by the 3 qualified Auditors.

Effective summaries of the outputs were seen for each area and a total 3 non-conformities were raised during the period - all of which have been addressed through the corrective action process.

12 observations were also identified which have yet to be considered .

### **OBSERVATION:**

It is suggested that a master List is prepared of all observations from both Internal and External Audits which would aid traceability and an provide an overview of outstanding/closed issues.

## **Order processing /Administration 7.0**

Order processing is normally initiated through the calibre software administration tool and enables unique identity to be allotted for each item submitted for calibration and provides a traceable process via workshop orders issued to the Engineers.

This confirms the task the recording of time taken and parts used in the process as applicable to Customer requirements and workshop loading is effected by the Service Manager for each member of his staff. This simple system appears to work very effectively with adequate control and traceability.

## **PURCHASING ,Goods Inwards /Stores /Despatch 7.0**

A purchasing process was sampled and it was seen that orders were effectively issued against the prescribed authority level that is

established in the business.

A purchase order on Agilent PO/SC506695 dated 21st October 09 was seen for the calibration of asset number ES2001. This was found to be an on-loan instrument and clarity on this issue would be a benefit as recorded on the Calibre Business Management Software.

## OBSERVATIONS

- 1 It is suggested that there would be some benefit in having some conditions of purchase with each purchase order issued ..
- 2 A statement on each purchase order where external calibration is to be carried out should confirm the requirement for traceability to national standards .

Supplier evaluation is effectively conducted and the records sampled for supplier AGILENT who were rated as a 2 star supplier. The process appeared very effective and is conducted by the Quality Manager and reported at the Management reviews.

The goods inwards area was well controlled and all products were identified and stored in an orderly fashion for easy retrievability. Housekeeping was excellent throughout the operational areas.

Despatches are also conducted from the same location and again all items were clearly identified and segregated.

## RESOURCES 7.0

Training records were available to all Staff and these were interrogated to confirm competence and the supporting skills matrix

It is understood that performance appraisals are to be introduced in early 2010 which also will be an opportunity for the business training needs to be considered for each individual. Personal objectives will also be set for each individual to support the business requirements.

The facilities and amenities throughout the location were seen to be a high standard and appropriate to the type of business conducted within.

During the course of the visit logos were found to be used incorrectly.

BSI logo to be updated

## Assessment Participants

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On behalf of the organisation:

Name	Position
Mick Harris	QA / H&S Manager
Andrea Pugh	General Manager
Stephen Crook	Service Manager

The assessment was conducted on behalf of BSI by:

Name	Position
Sid Ekers	Team leader

## Continuing Assessment

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The programme of continuing assessment is detailed below.

Site Address	Certificate Reference/Visit Cycle	
Electroservices (Instruments) Ltd The Calibration House William Brown Close Llantarnam Park Cwmbran NP44 3AB United Kingdom	FS 00840	
	Visit interval:	12 months
	Visit duration:	7 hours
	Next re-certification:	Not applicable

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## Certification Assessment Plan

		Visit 1	Visit 2	Visit 3	Visit 4	Visit 5	Visit 6
Business area/Location	Date (mm/yy):	10/09	04/10	10/10	04/11	10/11	04/12
	Duration (days):	1	1	1	1	1	1
Purchasing			✓		✓		
Electrical calibration			✓		✓		
Mechanical calibration		✓		✓		✓	
Resource management (Training/Infrastructure/Environment)		✓					✓
Library			✓		✓		
Goods Receiving/Stores/Despatch				✓		✓	
Design process					✓		
Measurement, analysis & improvement							✓
QMS		✓		✓		✓	✓
Management review			✓		✓		✓
Customer satisfaction/complaints			✓		✓		✓
Internal audits		✓		✓		✓	✓
Customer Requirements (sales)				✓		✓	
Develop 3 year plan							✓
Strategic Review							✓
Cwmbran location Local plan applies		✓		✓		✓	

## Next Visit Plan

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### Visit objectives:

The objective of the visit will be to confirm the ongoing operational effectiveness of the QMS and compliance to the requirements of ISO 9001/2008 at the Cwmbran location

### Visit scope:

The scope of the visit will comply with the recertification by strategic review programme detailed below

Date	Assessor	Time	Area/Process	Clause
01/12/2010		0900	Opening Meeting (Cwmbran)	
		0915	QMS update and last visit report review	
		0945	Management review / customer satisfaction / objectives	
		1015	Internal audits /corrective actions	
		1045	Order processing / admin	
		1115	Operations /calibration /works	
		1230	Lunch	
		1300	Operations /maintenance	
		1400	Resources /training	
		1430	Purchasing /supplier evaluation	
		1530	Write Report	
		1630	Closing Meeting	

Please note that BSI reserves the right to apply a charge equivalent to the full daily rate for cancellation of the visit by the organisation within 30 days of an agreed visit date. It is a condition of Registration that a deputy management representative be nominated. It is expected that the deputy would stand in should the management representative find themselves unavailable to attend an agreed visit within 30 days of its conduct.

## Notes

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The assessment was based on sampling and therefore nonconformities may exist which have not been identified.

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