

# BSI Assessment Report



**Organisation** Electroservices (Instruments) Ltd  
**Report Author** Ian James  
**Visit Start Date** 14/12/2006



## Introduction

This report has been compiled by Ian James and relates to the assessment activity detailed below:

Visit ref/Type/Date/Duration	Certificate/Standard	Site address
4624646 Strategic Review 14/12/2006 1 day(s)	FS 09612 BS EN ISO 9001:2000	Electroservices (Instruments) Ltd Calibration House William Brown Close Llantarnam Park Cwmbran Gwent NP44 3AB United Kingdom

The purpose of the assessment was to ascertain the integrity of the organisation's management system over the current assessment cycle to enable re-certification and confirm the forward strategic assessment plan.

## Management summary

The areas assessed during the course of the visit were generally found to be effective. We are pleased to recommend the continuation of your registration. On the day of the strategic review the MD (Top Management), was not on site and therefore not available for interview. This was due to a last minute change of date by the BSI Client Manager. The top management interview took place with the QMR/Quality Manager, who satisfactory stood in for the organisation's MD. An interview will be held with the MD at the earliest possible opportunity, i.e. the next visit.

There were no outstanding issues/nonconformities to review from previous assessments.

No new issues or 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

### Strategic review

Review of assessment progress and the strategic assessment plan:

Over the three year period all elements of the Standard have been covered and all activities covered by the Certificate Scope and the organisation's QMS have been assessed.

This strategic review covers the period Dec. 2003 to Dec. 2006. The visit report nos. included in this period were:

Report No.	Date	Assessor	Findings	Assessment Type
4367707	12/03	Phil Cox	1 NC	CAV
4494440	06/04	Dylan Parsons	0 NC	CAV
4521739	12/04	Dylan Parsons	0 NC	CAV
4577345	12/05	Gordan Smith	0 NCs/Issues	CAV
4624646	12/06	Ian James	1 NCs/Issues	Strategic Review
			---	
			1 NC's/Issues	

From the review of the previous three years reports there has been 1 NCs and 0 Issues raised. Under the new classification of Issues/NCs they would all be classed as Issues. There are no outstanding Issues/NC's still to be closed from previous visits. There are no areas of significant concern or adverse trends apparent.

Review of assessment findings:

Management Commitment:

The organisation is customer focused and its quality objectives/performance measures reflect this. Top management have communicated to the organisation the importance of meeting customer requirements. Top management has established a quality policy and quality objectives/performance measures. Management reviews of the QMS take place and the availability of appropriate resource exists.

Quality Policy:

The quality policy meets the requirements of the Standard and is at issue level 1.

Quality Manual:

The quality manual meets the requirements of the Standard and is at issue level 16, dated May 2006.

Quality Management Representative:

The QMR is Mike Davies and the Deputy QMR is Roger Bradley. The Quality Manager is Mike Davies.

Customer Satisfaction:

Customer satisfaction is gauged in terms of survey results. However the no. of respondents is low, some 7% of those sent survey forms. The organisation is to give consideration to using alternative/additional means of gauging customer satisfaction.

Customer Focus:

The organisation has a customer tailored package such that individual customer requirements per item of equipment have specific requirements entered onto the system. Where no such requirements exist, the organisation defaults to the equipment manufacturers specifications.

Scope of Registration:

The scope of the organization's registration remains the same.

Review of progress in relation to the organisation's objectives:

The organisation has defined performance measures, some of which need to have targets and some need to be trend graphed in order to demonstrate improvement or otherwise.

Management system strategy and objectives:

The current management strategy remains unchanged. The objectives/performance measures for 2007 have not yet been set, however they are likely to be based on those used for 2006.

BSI Client Management:

Client management remains impartial. The current frequency and duration of visits is appropriate.

## Assessment participants

The assessment was conducted on behalf of BSI by:

Name	Role
Ian James	Team leader

... and on behalf of the organisation:

Name	Position
Mike Davies	QMR and Quality Manager

## Continuing assessment

The programme of continuing assessment is detailed below.

Site Address	Certificate Reference/Visit Cycle	
Electroservices (Instruments) Ltd Calibration House William Brown Close Llantarnam Park Cwmbran Gwent NP44 3AB United Kingdom	FS 09612	
	Visit interval:	Every 12 months
	Visit duration:	1 day(s)
	Next re-certification:	December 2009

Re-certification by Strategic Review will be conducted on completion of the cycle, or sooner as required. The review will focus on the strengths and weaknesses of your Management System.

## Strategic assessment plan

Area/Location	Date (mm/yy):	Visit 1	Visit 2	Visit 3	Visit 4	Visit 5	Visit 6
	Duration (days):	12/07	12/08	12/09			
Sales/Marketing	1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Order Processing/Administration	1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Calibration Process/Workshop		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stores [incl. Goods In and Despatch]		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Purchasing		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HR/Training and Competence		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Servicing Planning		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Organisation/System Changes		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Management Review		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Internal Audits		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Corrective Action [incl. complaints]		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Preventive Action		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Customer Satisfaction		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality Objectives		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Continual Improvement		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Analysis of Data		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Top Management Interview		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Strategic Review		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Next visit plan

Date	Assessor	Time	Area/Process	Clause
04/12/2007	Ian James	09:00	Opening Meeting - Organisation/System Changes	
		09:15	Management Review, Internal Audits	
		09:30	Customer Satisfaction, Quality Objectives	
		09:45	Continual Improvement/Analysis of Data	
		10:00	Corrective and Preventive Action	
		10:15	Top Management Interview	
		10:45	Calibration Process/Workshop	
		11:45	Stores [incl. Goods In and Despatch]	
		12:15	Lunch	
		13:15	HR/Training and Competence	
		13:45	Sales and Marketing	
		14:15	Report Write-up	
		15:45	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

The assessment was based on random samples and therefore issues may exist which have not been identified.

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Should you wish to speak with BSI in relation to your registration, please contact our Operations Support Team:

Tel. 0845 080 9000

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