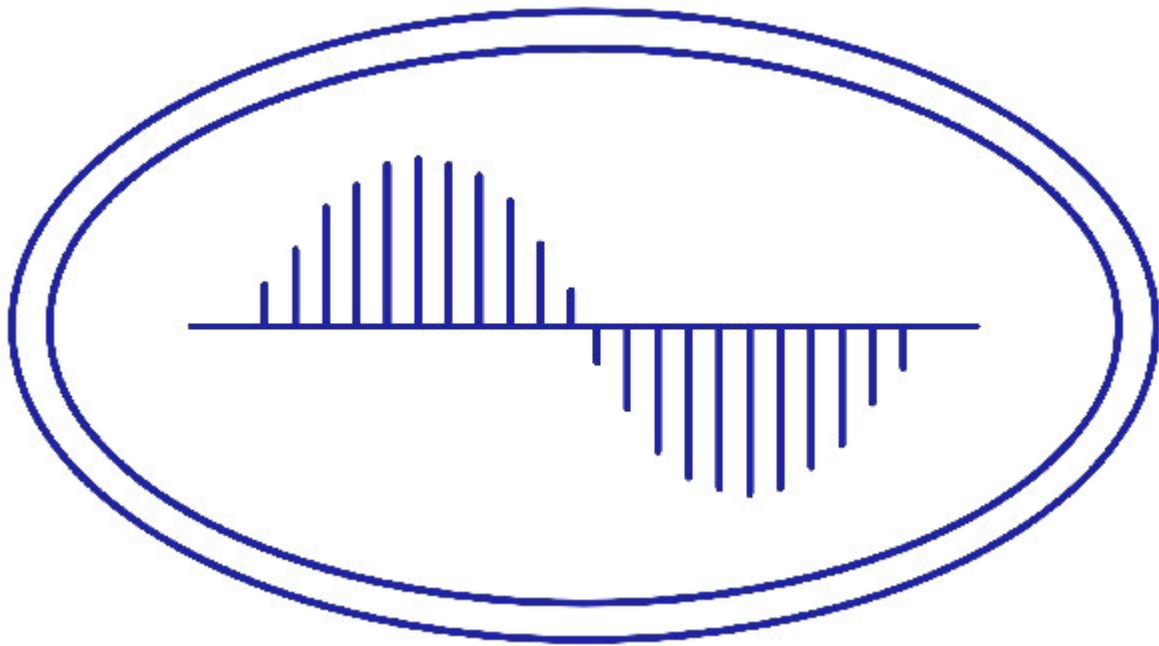


Assessment Report

Electroservices (Midlands) Ltd



Report Author

Jeremy Hobin

Visit Start Date

07/10/2009



Introduction

This report has been compiled by Jeremy Hobin and relates to the assessment activity detailed below:

| Visit ref/Type/Date/Duration | Certificate/Standard | Site address |
|--|---------------------------|--|
| 7260265 Continuing Assessment (Surveillance) 07/10/2009 1 day(s) No. Employees: 57 | FS 00840 ISO 9001:2008 | Electroservices (Midlands) Ltd The Calibration House Stafford Park 1 Telford TF3 3BD United Kingdom |

The objective of the assessment was to conduct a continuing assessment of the companies documented system and associated activities to confirm its ongoing effectiveness against the requirements of ISO 9001:2008.

Management Summary

The areas assessed during the course of the visit were 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

Customer Complaints, Corrective Action

Since the last continuing assessment visit there have been 3 customer concerns. They concerned a delivery delay, a damaged instrument, and a calibration certificate issued under the incorrect serial number reference. The company has applied their 5 why cause analysis process and established relevant corrective actions.

Internal Audits

The company wide 2009 internal audit schedule is currently up to date supported by relevant audit records retrieved from the companies data base. The audits include reference to samples used for the audit, relevant observations, non-conformities, and improvements.

Mechanical Calibration

Within the unit there are 2 distinct areas one for crimping tools and torque wrenches with the other area benefitting from temperature and humidity control for linear measurement. Tooling and equipment are booked onto the companies system and allocated to the relevant area under a unique job number. The engineer selects a device for calibration, checks the details on the system, calls up the calibration schedule, and begins the calibration process. This involves a visual check on condition, damage, and identification marking. The calibration is performed with all tests performed using calibrated equipment. Minor adjustments are made to instruments and are noted on the calibration certification, however instruments which cannot be brought into a state of calibration are assessed for repairs and a quotation sent to the customer for consideration. Once the tests have been completed and the instrument passed off for shipment to the customer the certificate is uploaded onto the customer accessible web page and or printed at the customer request. Several items of calibration equipment were traced through the system for traceability purposes with all records found and calibration

frequencies correctly established. The personnel in the 2 areas interviewed were knowledgeable and able to demonstrate the processes and systems in line with the companies documented system requirements. The company has installed a wind tunnel for the calibration of anemometers which they may decide to add to their scope of certification at a later date.

Customer Communication

As soon as an instrument calibration certificate is loaded onto the web page the relevant customer knows that the instrument is ready for despatch. Any test failures and repair quotes are e-mailed to the relevant customer for consideration awaiting a decision to repair & calibrate or scrap off. If an instrument requires long lead time replacement parts the customer is updated on a regular basis with a progress and status report with estimated delivery dates for the returned instrument.

Training & Competence

The company maintains training matrices for distinct area of the companies operations. The matrix shows relevant training courses and product based training requirements against levels of competency. The listing is comprehensive and shows clear cross references between the training modules and personnel.

Interview with Managing Director

The managing director is considering a number of potential options for the future of the company in terms of a business plan, however these cannot as yet be realised until long term contracts issued by the MOD have been released as the MOD workload represents a significant proportion of the companies turnover. At this time the company is consolidating their position in the market place and seeking to maximise throughput, reduce lead times, and achieve levels of efficiency consistent with customer delivery expectations. The company currently employs an adequate resource base and understands it employee skills, their age profile, and frequently reviews new developments in instrument technology to match training with future demand. The company may in the future consider the introduction of an apprenticeship scheme.

Notes & Comments

1/ The training matrix shows I.Morgan as only trained in crimp tools and torque wrenches, however for calibration and repair the matrix should show competent. The company is currently updating the categories on the matrix to accurately reflect current levels of training and competency, check next visit.

2/ The electronic calibration records for instrument EM1314 had a scanned copy of the incorrect calibration certificate attached to the file. The correct hard copy of the certificate was available on file in the area and was located without delay.

Assessment Participants

On behalf of the organisation:

| Name | Position |
|-----------------|--|
| Mr Mick Harris | Quality Health, Safety & Environmental Manager |
| Mr Simon Plant | Managing Director |
| Mr Thair Khayat | Operations Manager |
| Mr Ian Morgan | Mechanical Engineer |
| Mr Brian Morgan | Mechanical Engineer |

The assessment was conducted on behalf of BSI by:

| Name | Position |
|--------------|-------------|
| Jeremy Hobin | Team leader |

Continuing Assessment

The programme of continuing assessment is detailed below.

| Site Address | Certificate Reference/Visit Cycle | |
|--|-----------------------------------|------------|
| Electroservices (Midlands) Ltd The Calibration House Stafford Park 1 Telford TF3 3BD United Kingdom | FS 00840 | |
| | Visit interval: | 6 months |
| | Visit duration: | 7 hours |
| | Next re-certification: | 01/04/2012 |

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.

Certification Assessment Plan

| Business area/Location | Date (mm/yy): | Visit 1 | Visit 2 | Visit 3 | Visit 4 | Visit 5 | Visit 6 |
|---|------------------|---------|---------|---------|---------|---------|---------|
| | | 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

Visit objectives:

To conduct a continuing assessment of the companies documented system and associated activities to confirm its ongoing effectiveness against the requirements of ISO 9001:2008.

Visit scope:

Within the scope of the companies operations and certification.

| Date | Assessor | Time | Area/Process | Clause |
|------------|--------------|-------|--|--------|
| 13/04/2010 | Jeremy Hobin | 9:00 | opening meeting | |
| | | 9:15 | customer complaints, corrective action | |
| | | 9:45 | management review | |
| | | 10:15 | quality objectives, monitoring & measurement | |
| | | 11:00 | electrical calibration | |
| | | 12:30 | lunch break | |
| | | 13:30 | purchasing | |
| | | 14:15 | customer satisfaction | |
| | | 14:30 | library | |
| | | 15:00 | report | |
| | | 16:30 | 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 sampling and therefore nonconformities may exist which have not been identified.

If you wish to distribute copies of this report external to your organisation, then all pages must be included.

BSI, its staff and agents shall keep confidential all information relating to your organisation and shall not disclose any such information to any third party, except that in the public domain or required by law or relevant accreditation bodies. BSI staff, agents and accreditation bodies have signed individual confidentiality undertakings and will only receive confidential information on a 'need to know' basis.

'Just for Customers' is the website that we are pleased to offer our clients, designed to support you in maximising the benefits of your BSI registration - please go to www.bsi-emea.com/JustForCustomers to register. When registering for the first time you will need your client reference number and your certificate number (43206624/FS 00840).

The Carbon Dioxide emissions due to the planning, delivery and administration of this assessment will be fully off-set through the BSI CarbonNeutral® project. For more information on CarbonNeutral® please visit www.bsigroup.co.uk/en/Assessment-and-Certification-services/Management-systems/News-and-Events/Carbon-Neutral.

This report and related documents ("Report") is prepared for and only for BSI's client and for no other purpose. As such, BSI does not accept or assume any responsibility (legal or otherwise) or accept any liability for or in connection with any other purpose for which the Report may be used, or to any other person to whom the Report is shown or in to whose hands it may come, and no other persons shall be entitled to rely on the Report.

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

Customer Services

BSI

PO Box 9000

Milton Keynes

MK14 6WT

Tel: +44 (0)845 080 9000 Fax: +44 (0)1908 228123

Appendices

The managing director requested a re-wording of the scope of certification to streamline the wording making it more succinct. The client has agreed the next visit date of 13th April 2010.