



Assessment Report.

P D L Solutions (Europe) Ltd

Introduction.

This report has been compiled by Robert Lillie and relates to the assessment activity detailed below:

Visit ref/Type/Date/Duration	Certificate/Standard	Site address
8323029 Continuing Assessment (Surveillance) 06/05/2016 1 day(s) Effective no. of employees : 37 Total no. of employees : 37	FS 90756 ISO 9001:2008	P D L Solutions (Europe) Ltd 1 Tanners Yard Hexham Northumberland NE46 3NY United Kingdom

The objective of the assessment was to conduct a surveillance assessment and look for positive evidence to ensure that elements of the scope of certification and the requirements of the management standard are effectively addressed by the organisation's management system and that the system is demonstrating the ability to support the achievement of statutory, regulatory and contractual requirements and the organisations specified objectives, as applicable with regard to the scope of the management standard, and to confirm the on-going achievement and applicability of the forward strategic plan and where applicable to identify potential areas for improvement of the management system.

The scope of the assessment is the documented management system with relation to the requirements of ISO 9001:2008 and the defined assessment plan provided in terms of locations and areas of the system and organisation to be assessed.

Management Summary.

Overall Conclusion

I would like to thank all the audit participants for their assistance and co-operation which enabled the audit to run smoothly and to schedule.

The audit objectives have been achieved and the certificate scope remains appropriate. The audit team concludes based on the results of this audit that P D L Solutions (Europe) Ltd does fulfil the standards and audit criteria identified within the audit report and it is deemed that the management system continue to achieve its intended outcomes.

The audit team recommends that BSI consider the information found in this assessment report as evidence in part, of the conformity of P D L Solutions (Europe) Ltd with the requirements for ISO 9001:2008 continued certification.

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.

General :

It was established at the opening meeting that since the last assessment (07/05/2015):

- There had been no changes to the business, organisation
- There had been no changes to senior management
- There had been no changes to the process, procedures or the site.
- There had been no changes to the management system
- Discussions were had with the client regarding the OHSAS 18001 standard for Occupational Health and Safety and their wish to implement a certified system. This would show good progression from the organisation following the implementation of ISO 9001:2008.

BSI Certification requirements:

Certificate FS 90756 expires 27/07/2017

Recertification is planned 08/05/2017

QMS Documentation : 4.2.2 / 5.2 / 5.3 / 5.4.1 / 5.6 / 6.2.2 / 8.2.1 / 8.2.2 / 8.3 / 8.4 / 8.5.1 / 8.5.2 / 8.5.3

Quality manual - The organisation have maintained their manual. It currently sits at revision 13 from April 2016 following small alterations to procedures. The whole system is designed round the standard clauses and the manual shows how these interact to a good degree.

Customer Focus / Customer Satisfaction - The organisation identify customer satisfaction, complaints and feedback through procedure 7.2.3. This is one of the recently reviewed procedures as it now gives more guidance to employees as what constitutes a complaint (none to date). Good positive feedback from clients is documented with emails viewed from across different client sectors ascertaining to this.

Quality Policy - The policy is in line with the standard and sets out the requirements of the organisation as a high level document. It is implemented by the CEO, available on the intranet for employees and in the process of being made available on the web page along with the ISO 9001 certification.

Quality Objectives - These are established during management review meetings on an annual basis and are heavily linked to the strategic direction the organisation wishes to go. Performance against the 2015/16 objectives was reviewed and the 2016/17 objectives implemented, these being based round:

1. Minimum net return on sales
2. KPI (T1+T2+T3 project total)
3. Target utilisation

Management Review - The management review was last held 04/06/2016. Very detailed minutes were seen showing all senior management present. The full system was discussed with the minutes covering areas such as objectives, audits, training, infrastructure etc as required. The minutes show good integration of the management into the use of the system and clear understanding and monitoring to guide the system to assist in providing the structure to be used in reaching the organisational goals.

Training - A review of training was undertaken during the last 12 months with a very structured matrix implements utilising an internal organisational take on industry scoring for competence of 1 to 5. The matrix identifies software, practical skills, project skills, industry knowledge, standards and customer knowledge. This is a massive step forward with the plan to utilise this during annual PDR's to assist in programming of training following identification of gaps.

Internal Audit - An internal audit schedule was completed for 2015 and a risk based one implemented for 2016. To date 3 audits have been carried out against a planned total of 8. Audit reports for 04/12/2015, 24/03/2016 and 29/03/2016 were reviewed showing good documented evidence, clear identification of actions where required as well as identification of non conformances.

Corrective Action / Preventive Action - The organisation have a structured system in place to monitor NCR's identified through internal audits (NCR_2005_046) with root cause analysis carried out, monitoring of close out and trend analysis is done to show weaknesses and actions identified to improve. They utilise the audit comments log to monitor improvements through internal audits, a corrective action log to monitor observations identified, a NCR log to close out all relevant NCR's as well as a preventive action log for items discussed in project reviews. Trend analysis has improved greatly over the last 12 months with the root cause being identified through a pre determined structure to assist in grouping weaknesses for continual improvement.

Purchasing : 7.4

The purchasing process was assessed for PDL/PO/766, 771 and 784. A review of quote against PO followed by authorisation stamps and receipt of invoice etc was evident. The process implemented showed good management and record control linking all documents to relevant approval and stamps where required.

An approved supplier list is available through SAGE with monitoring carried out every management review. Organisations such as Ansys were viewed and within the register. Monitoring against quality, cost and delivery is done periodically with suppliers changed where service is deemed below par.

Sales, Quotes and Orders : 7.2

The process was reviewed for quotes SQRF124, SQRF133 and SQRF144. The process was well understood.

An enquiry can be received via multiple means such as email, phone call etc. Once received resource from the Engineering Department is allocated to produce a quote on a standard template. This is then approved prior to issue. Following communication with clients a PO is received and reviewed with an order confirmation being distributed, again following review and approval. All required document needing approval were stamped and available upon request. In addition a project progress report is used along with an internal review to monitor and control resource utilisation and costs. Good communication through to clients was observed and contained within relevant folders with supporting evidences such as weekly timesheets.

Engineering : 7.5

The process was reviewed following jobs 838, 820 and 705 at various stages.

The process of utilising the check sheet principal was in place. Following allocation of resource to the project an Analysis Plan is drawn up, reviewed and approved prior to being sent to the client. This details methods and parameters for the works to be undertaken and expands on the agreed quote. Following confirmation from the client the works are undertaken with a draft report completed and again checked and approved prior to issue. All documents viewed contained relevant approval stamps and linked back to document registers.

Within the folders access to specifications, designs, drawings, guidance documentation is good with specific reference within the analysis plans to all utilised to provide and conform to the client and industry requirements.

Following completion of the projects check sheet D is utilised as a lessons learnt process with a vast improvement of its use seen over the past 12 months and in particular the past 6 months. Details are taken from these check sheets and placed in a table which it being utilised for trend analysis to allow better planning, management and provision of works in future.

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

Assessment Participants.

On behalf of the organisation:

Name	Position
Paul Charlton	Chief Executive Officer
Stuart Rich	Engineer
Monica Binks	Finance Director
Kate Lishman	Customer Support Manager
Alex Roff	Global Engineering Director
Duncan Coulson	Procurement Manager

The assessment was conducted on behalf of BSI by:

Name	Position
Robert Lillie	Team Leader

Continuing Assessment.

The programme of continuing assessment is detailed below.

Site Address	Certificate Reference/Visit Cycle	
P D L Solutions (Europe) Ltd 1 Tanners Yard Hexham Northumberland NE46 3NY United Kingdom	FS 90756	
	Visit interval:	12 months
	Visit duration:	1 Days
	Next re-certification:	01/05/2011

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.

PDL SO-0047196858-000|FS 90756

		Visit1	Visit2	Visit3
Business area/Location	Date (mm/yy):	05/15	05/16	05/17
	Duration (days):	1.0	1.0	1.0
QMS Office				
-Changes		X	X	X
-Review of previous report		X	X	X
-Manual/policy		X	X	X
-Management Review		X	X	X
-Objectives and targets		X	X	X
-Internal audits		X	X	X
-Corrective and preventive actions		X	X	X
-Customer feedback inc complaints		X	X	X
-Improvements		X	X	X
Business Areas				
-Purchasing - software, supplier approval			X	
-Sales order process - orders, quotes		X	X	
-Engineering Processes		X	X	
-Training		X	X	
Senior Management review				X
Recertification by strategic review				X
Impartiality visit				

Next Visit Plan.

Visit objectives:

Re-certification Opt 1

The objective of the assessment is 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.

Date	Assessor	Time	Area/Process	Clause
08/05/2017	Assessor 1	0900	Opening Meeting	
			-Review of previous report	
		0915	Senior Management review	
		1000	Recertification by strategic review	
		1100	***QMS Office*** Manual / Policy / Management review / Objectives / Internal audits / Corrective & Preventive / Customer feedback inc complaints / improvements / Training	
		1230	Lunch	
		1300	***QMS Office*** Continued	
		1330	transition elements	
		1400	Account admin - three year plan review	
			Report Preparation	
		1600	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.

Scope of Certificate FS 90756 (ISO 9001:2008).

Main Scope

Engineering design, development and analysis of structural components, special purpose equipment and complex electro-mechanical assemblies.

The scope has been confirmed as correct.

Location	Scope
P D L Solutions (Europe) Ltd 1 Tanners Yard Hexham Northumberland NE46 3NY United Kingdom PDL SO-0047196858-000	Main Certificate Scope applies.

Notes.

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

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Regulatory Compliance.

BSI conditions of contract for this visit require that BSI be informed of all relevant regulatory non-compliance or incidents that require notification to any regulatory authority. Acceptance of this report by the client signifies that all such issues have been disclosed as part of the assessment process and agreement that any such non-compliance or incidents occurring after this visit will be notified to the BSI client manager as soon as practical after the event.

Expected Outcomes for Accredited Certification.

What accredited certification means:

The accredited certification process provides confidence that the organization has a management system that conforms to the applicable requirements of the certified standards covered within this assessment and scope of certification.

What accredited certification does not mean:

It is important to recognize that certification defines the requirements for an organization's management system, not for its products or services. It does not imply that the organization is providing a superior product or service, or that the product, service or performance itself is certified as meeting the requirements of an ISO standard or specification or that the organisation can guarantee 100% product, service or performance conformity, though this should of course be a permanent goal.