



Assessment Report.

P D L Solutions (Europe) Ltd

Introduction.

This report has been compiled by Brian Newby and relates to the assessment activity detailed below:

Visit ref/Type/Date/Duration	Certificate/Standard	Site address
7977501 Re-certification Audit (SR Opt 1) 24/04/2014 1 day(s) No. Employees: 32	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 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.

Overall Conclusion

We are pleased to recommend the continuation of your certification.

The objectives of this assessment have been achieved.

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.

Based on the objective evidence detailed within this report, 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.

Mandatory Requirements – Re-Certification.

Has the Recertification Review Pack been reviewed prior to the assessment by the Client Manager ? Yes

Have all requirements of the standard been implemented? Yes

Has the entirety of scope / processes been assessed during the current review period? Yes

Has the visit cycle been reviewed? Yes

Has the certificate structure and location activities been reviewed? Yes

Based on the recertification process, the management system continues to demonstrate the ability to support the achievement of statutory, regulatory and contractual requirements.

Where applicable, has a Technical Experts been used in the Certification cycle, detail the frequency. NA

The total assessment days/cycle have been confirmed as meeting Scheme duration requirements. Yes

Complaints Received by BSI

There have been no complaints received by BSI during the certification period.

Strategic Review Pack Summary

No NCR's have been raised during the three year period

Progress in relation to management system objectives.

During the Senior Management meeting today it was apparent that the organisation is customer focused and committed to the success of the business and the QMS. Top Management have established objectives and measures. Current indicators show that objectives are being managed, maintained and reviewed at senior levels.

Communication of objectives within the organisation is realised through the QMS and management meetings. No issues have been identified with not achieving objectives throughout the current 3 year cycle.

Leadership, Commitment and Strategy

The business strategy / strategy behind the Quality Management System was discussed during an interview with the CEO and Senior Engineer.

Management Commitment:

The QMS is seen by the organisation as assisting in achieving its needs and requirements in the review period. The business has grown, the systems being flexible enough to support this growth and allow the business to move with changing market needs. Working within the management system is seen by the organisation as a positive selling tool especially when working with larger organisations where certification is almost seen as 'a given'. The QMS provides a framework for the organisation to develop the business processes. Commitment to the continued support of the QMS was demonstrated at the interview.

Customer Focus:

The organisation is very customer centric employing many channels of communication with the customer base and market in general.

Methods of customer focus include; face to face, social events, editorials and meetings.

Quality Policy / Objectives:

The Quality Policy and Objectives have been established and communicated through the QMS by senior management, review of objectives is undertaken through the management processes and management review.

Internal Communication:

The organisation makes good use of both formal and informal communication structures, formal structures include meetings and formally documented reviews.

Management Review:

The management review is set to be annual and will remain at this frequency. This is further supported through weekly project meetings.

Responsibility and Authority:

Responsibilities are defined & documented throughout the quality manual and supporting documentation, the Management

Representative being part of the organisational structure. The QMS is seen to be supported by the whole organisation, the senior management taking responsibility for the system

Effectiveness of the Management System

The organisation has established a business plan to deliver organic growth over the next three to five years with objectives reflecting this growth. This will provide a more efficient way of controlling operations, eliminating the need for disparate systems, duplication and inefficient practices. Growth is a key deliverable for the organisation, making use of its existing and growing number of staff. The QMS has demonstrated the ability of the process interaction to move in sympathy with change and business requirements, its flexibility allowing it to move as required but rigid enough to provide pertinent control.

Impartiality Review

Client has had 3 different client managers including this visit over the previous strategic period. Allen Ricalton Ian Kitchen and Brian Newby, all with the appropriate T&P codes. The current T-code is currently stated as T04 but this is not considered appropriate as no physical manufacturing or fabrication is carried out. It is recommended that this changed to a T-code more appropriate.

Justified Exclusions

There are no justified exclusions of the standard for certificate : FS 90756

Areas Assessed & Findings.

Previous Report / Changes to Business, Staff & QMS / QMS Status, Observations : 4.1, 4.2, 1.2, 6.1,6.2, 6.3, 6.4

A review of the previous report was undertaken, no NCRs were documented in the last assessment visit report that required progress / closure review. There have been no major changes since the last assessment visit to the Senior Management structure that will affect the Quality Management System. The client has implemented a paperless office regime so documentation is only printed as and when required.

The top level QMS remains stable, issue 11 (22/4/14) was seen at this assessment, minor changes being made since the last assessment visit to the manual. A hard copy was referenced during this assessment.

The organisation has no exclusions from section 7 of ISO 9001:2008, this being confirmed and remains. Observations from the previous BSI assessment report have been reviewed and generally implemented. The control of procedures and system maintenance was assessed using the 6 mandatory procedures in the hard copy manual.

Roles and responsibilities continue to be documented within the Quality Manual. There have been no changes to company activities that require an amendment to the scope of certification.

Policy, Management Responsibility (Objectives V Targets), Improvement, Process Measures & Monitoring : 5.3, 5.4,

The Quality Policy / Mission statement was evidenced within the Quality Manual.

Authorisation for release of this policy document remains evident.

Organisational Objectives are continue to be documented within the Quality Manual and remain as:

Sales targets, profitability against projects and utilisation of resource. These being met or exceeded.

Communication and review of these is through the management meeting and QMS.

At functional levels, short and long term measurable objectives have been established, these being the improvement drivers. This process continues to support the top level objectives and strategy continuing to form the focus for analysis at the management review meeting.

Management Review : 5.6

The latest management review was undertaken on 17/4/14, with good levels of review narrative observed within the output minutes from this annual review, senior management input being evident in driving this process.

This process and its outputs continues to be seen as an exemplar in using the review to drive improvement, review strategy and risk under compliance with the requirements of ISO 9001:2008.

The output from the review again provides the business benchmark and continues to form a comprehensive 'value adding' process which continues to be a strong process within the organisation.

The agenda continues to ensure a compliant review is undertaken which includes risk analysis (preventive actions). Responsibilities for actions have been defined within the review document. This process continues to be supported by regular management meetings.

Senior Management Interview / Strategic Review : 5

A meeting was held with the CEO to discuss management responsibility in respect of; Commitment, Customer Focus, Policy, Objectives, Planning, Responsibilities, Communication, Review, Resources, Interaction Effectiveness, System Capability to Manage Change and Business strategy. The business is based in Hexham and is supplying to the scope of certification. The strategy regarding the business is commented upon as part of the strategic review.

Quality Objectives are relevant to business / customer activity and are commented upon also as part of the Strategic Review element of the report. Pertinent roles and responsibilities are confirmed and communicated throughout the QMS documentation, the management representative being part of the organisation's management team. The management review is set to be carried out annually and will remain at this frequency.

Customer Satisfaction, Preventive Actions, Corrective Actions & Complaints : 8.2, 8.4, 8.5

The corrective action process has not been used as the client has not received any complaints. However they do raise corrective actions during processes such as audits. These were found to be documented well and detailed with an effective action being taken. However the client may want to familiarise themselves with tools such as 8D type reporting processes and 5 why's.

The closure is independently reviewed and the effectiveness of actions taken is reviewed.

Preventive action continues to be documented within the management review. A risk based process is used to control this process. Customer satisfaction indication continues to be derived from customer feedback which on evidence suggest the client is meeting customer requirements.

Internal Audits : 8.2.2

Client has adopted both a process and system based audit plan which continues to raise improvement activities.

Impartiality is maintained in the SME organisation. Audits observed show attention to detail with good sampling.

discussion were had to enhance the audit process by considering theme based audits. Additionally the client may want to consider breaking these into smaller deliverable chunks.

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

Client informed of current logo's and requirement to use by July 2014

Assessment Participants.

On behalf of the organisation:

Name	Position
Mr Paul Charlton	C.E.O.
Mr Stuart Rich	Mechanical Engineer
Mr Alex Roff	Engineering Director
Mr Bruce Napier	Business Support Manager

The assessment was conducted on behalf of BSI by:

Name	Position
Brian Newby	Team Leader
Anne Dolan	Observer

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		
Senior Management review				X
Recertification by strategic review				X
Impartiality visit				

Next Visit Plan.

Visit objectives:

The objective of the assessment is to conduct a surveillance assessment and look for positive evidence to ensure the 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.

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.

Date	Assessor	Time	Area/Process	Clause
07/05/2015	Rob Lillie	09:00	Opening Meeting	
		09:15	-Changes	
		09:30	***QMS Office*** - Management Review, Internal Audits, Objectives & Targets, Corrective & Preventive Actions, Customer Satisfaction	
		11:00	-Sales order process - orders, quotes	
		12:00	Lunch	
		12:30	-Engineering Processes	
		14:00	-Training	
		14:30	Report Preparation	
		15:00	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.

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Appendices.

Your Opinions Matter

Shortly after this assessment, BSI will contact you by email as part of our Client Satisfaction Programme. This includes both the service we give you, and our performance in general. Please complete the survey, so that we can tell how well we have done, and where we need to improve. (Email sent from bsi@hsm.co.uk).

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