**QG Quality Essentials Requirements**

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| No. | Section | Standard | Deliverables |
| 1 | Quality Policy | A Quality Policy shall be in place | * A quality policy is written and includes;   + Management commitment,   + Scope of system,   + Meeting external standards,   + Communication channels,   + Dated   + Signed * The policy has been reviewed in the last 12 months |
| 2 | Management Responsibilities | Management responsibilities shall be defined in writing | * Organisation ownership is defined, in writing and by section * Evidence is in place that individuals understand that they have section responsibility |
| 3 | Enquiries & Tenders | A documented enquiry and tender process shall be in place and adhered to | * A written system is in place that covers the following areas;   + Enquiries/Tenders,   + Preparation,   + Unsuccessful enquiry/tender   + Successful tender * A system is in place that identifies individual enquiries that can be monitored until activation |
| 4 | Active Projects | A documented process to manage and monitor active projects shall be in place. | * A process is in place to manage and monitor active projects and covers   + implementation,   + management   + and delivery. * Bespoke client requirements is documented and monitored . * A system in in place that identifies individual active projects and their relationship with enquiries and completed projects. |
| 5 | Controlling Working Documents | Documents shall be identifiable and accessible to those who need them. | * A document management system is in place that identifies owners of documents, where they are stored, who has access and what is done when they are superseded. |
| 6 | Procurement | A system shall be in place to identify and monitor suppliers | * A documented system is in place to monitor supplies of goods and services. * The system identifies the risks associated with each procurement process. |
| 7 | Inspections & Tests | Inspections and tests shall be carried out where legal, customer and internal requirements are identified | * A documented system that identifies equipment and systems that require inspecting and testing is in place. * The above are inspected and tested on a regular defined basis. |
| 8 | Customer Satisfaction and Complaints | Customer data shall be collected and acted upon | * The collection of information regarding customer Satisfaction and complaints is in place and acted upon. |
| 9 | Keeping Records | Documents shall be kept in a secure and recoverable area. | * Documents that are required to be kept by law or customer requirements are stored in a secure place. * Documents that are no longer required are destroyed in an appropriate manner * Documents are kept in an area that make them recoverable when required |
| 10 | Training | The training needs of all staff shall be assessed to ensure that they are competent and/or qualified to carry out their duties effectively and safely within the business | * A training process is in place to identify, implement and monitor training of all staff * Staff are appropriately trained to carry out their function |
| 11 | Audit & Assessments | An internal and/or third part audit is carried out at regular intervals. | * An audit process is in place that checks the system at least once per year. |