Requirements for a QG-Quality Management System - Questionnaire

**Introduction**

The QG Quality Management Standard is recommended for organisations looking for a foundation level of Quality Management System where the risk of a change would only minimally affect the customers/supplier/partner relationship. It is mainly applicable where business systems are straightforward and consistent (wholesaler, retailer) or that another governing body oversees the system, for example accountants, solicitors, engineers.

The main objective of the Quality Management assessment is to determine that your organisation has effectively implemented the systems required by the Scheme, in order to minimise inconsistency of your supply or service.

The completed questionnaire attests that you meet the Requirements of the Quality Management Standard, which must be approved by a Board member or equivalent, and will then be verified by a competent assessor from **QG Business Solutions** (the Certifying Body). Such verification may take a number of forms, and could include, for example, a telephone conference. The verification process will be at the discretion of **QG Business Solutions.**

**Scope of Quality Management Standard**

The Scope is defined as the areas that will have an affect on your customer relationship. This scope will be printed on your certificate of compliance.

You will be required to identify the actual scope of the system to be evaluated as part of the questionnaire.

**How to avoid delays & additional charges**

You may incur additional charges if details are not sufficiently supplied, answer the questions as fully as possible giving supporting comments, paragraphs from policies and screen shots where possible. As a rule of thumb if it takes longer to assess the submission than you spent preparing it, you may be charged.

**Organisation Identification**

Please provide details as follows:

|  |  |
| --- | --- |
| Organisation Name (legal entity): |  |
| Sector: |  |
| Parent Organisation name (if any): |  |
| Size of organisation micro, small, medium, large.(See definition below) |  |
| No of employees |  |
| Point of Contact name:Salutation (Mr, Mrs, Miss etc)InitialFirstSurname |  |
| Job Title: |  |
| Email address: |  |
| Telephone Number: |  |
| Main web address for company in scope: |  |
| Building Name/NumberAddress 1Address 2Address 3CityCountyPostcode |  |
| Certification Body: |  |
| Do you wish to be **excluded** from the register of QG Management Systems certified companies. Exclusion means customers will not be able to find your entry. If this is left blank you will be entered. |  |
| From time to time QG Business Solutions and other interested bodies may wish to use your company for marketing Quality Essentials. If you do not wish to be promoted in this way please enter **NO** in the box. If this is left blank you imply your consent. |  |

**SME Definition**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Company category** | **Employees** | **Turnover** | or | **Balance sheet total** |
| Medium-sized | < 250 | ≤ € 50 m | ≤ € 43 m |
| Small | < 50 | ≤ € 10 m | ≤ € 10 m |
| Micro | < 10 | ≤ € 2 m | ≤ € 2 m |

**Business Scope**

For the purposes of Quality Essentials the scope should include all those parts of the business that affects your customer/suppliers and partners.

Please identify the scope of the system to be assessed under this questionnaire, including locations.

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1. Quality Policy

Objective

To publically declare the values and of the company.

|  |  |  |
| --- | --- | --- |
|  | Requirement | Evidence/Narrative |
| 1 | Is there a written Quality Policy?  |  |
| 1.1 | Does it define the management’s commitment? |  |
| 1.2 | Does it define the scope of the system |  |
| 1.3 | Does it define which external standards it meets? |  |
| 1.4 | Does it define how it is communicated to staff, customer, suppliers and partners? |  |
| 1.5 | Has it been reviewed in the last 12 months, signed and dated by a senior member of staff? |  |
| Action | Please attach quality policy |  |

1. Management Responsibilities

Objective

To ensure the organisations management know their responsibilities for Quality Management.

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| --- | --- | --- |
|  | Requirement | Evidence/Narrative |
| 2 | Are management responsibilities defined in writing? |  |
| 2.1 | Do managers know what their responsibilities are? |  |

1. Enquiries and Tenders

Objective

To ensure the organisation is able to deal with enquiries/tenders in a consistent manner.

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| --- | --- | --- |
|  | Requirement | Evidence/Narrative |
| 3 | Is there a documented process in place that ensures enquiries and tenders are dealt with consistently? |  |
| 3.1 | Does the system track enquiries/Tenders? |  |
| 3.2 | Does the system track tender/quotation preparation?  |  |
| 3.3 | Does the system track unsuccessful tenders/quotations? |  |
| 3.4 | Does the system have a simple transition from pre-contract to live. |  |

1. Active Projects

Objective

To ensure that ongoing projects are managed from enquiry through to payment

|  |  |  |
| --- | --- | --- |
|  | Requirement | Evidence/Narrative |
| 4 | Is there a documented process in place to manage and monitor active projects? |  |
| 4.1 | Does the process include implementation? |  |
| 4.2 | Does the process include management of the projects? |  |
| 4.3 | Does the process include delivery? |  |
| 4.4 | Is the process flexible to include bespoke client requirements? |  |
| 4.5 | Is the system able to track individual orders/contracts with invoices. |  |

1. Controlling Working Documents

Objective

To ensure the organisation is able to deal with enquiries/tenders in a consistent manner.

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| --- | --- | --- |
|  | Requirement | Evidence/Narrative |
| 5 | Do you have a document management system (DMS) in place? |  |
| 5.1 | Does your DMS Identify the documents owners? |  |
| 5.2 | Does your DMS identify where they are stored? |  |
| 5.3 | Does your DMS identify how to deal with documents that are superseded? |  |

1. Procurement

Objective

To ensure that procured goods and services are fit for purpose.

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|  | Requirement | Evidence/Narrative |
| 6 | Do you have a system in place that identifies and monitors key suppliers |  |
| 6.1 | Does the system identify the risks associated with each supplier |  |

1. Inspections and tests

Objective

To ensure that instruments used for inspection and tests are accurate, consistence and identifiable.

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|  | Requirement | Evidence/Narrative |
| 7 | Are Inspections and tests carried out where legal, customer and internal requirements are identified? |  |
| 7.1 | Is there a documented system that identifies equipment and systems that require inspecting and testing is in place. |  |
| 7.2 | Are all inspection and testing equipment tested on a regular defined basis. |  |

1. Customer Satisfaction & Complaints

Objective

To ensure that customers expectations are understood and met

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| --- | --- | --- |
|  | Requirement | Evidence/Narrative |
| 8 | Is customer data collected and acted upon? |  |
| 8.1  | Is there a documented system in place that logs customer complaints? |  |
| 8.2 | Is there a documented system in place that collects customer satisfaction? |  |
| 8.3 | Is there evidence that 8.1 and 8.2 has been acted upon? |  |

1. Keeping Records

Objective

To ensure that legal, company and customer records are safe, secure and retrievable.

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|  | Requirement | Evidence/Narrative |
| 9 | Are documents kept in a secure and recoverable area? |  |
| 9.1 | Are documents that are required to be kept by law or customer requirements are stored in a secure place? |  |
| 9.2 | Are documents that are no longer required destroyed in an appropriate manner |  |
| 9.3 | Are documents recoverable when required |  |

1. Training

Objective

To ensure that employees have the capability and experience to deliverer their services to the required standard

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|  | Requirement | Evidence/Narrative |
| 9 | Are the training needs of all staff assessed to ensure that they are competent and/or qualified to carry out their duties effectively and safely within the business? |  |
| 9.1 | Is a training process in place to identify, implement and monitor training of all staff? |  |
| 9.2 | Are staff appropriately trained to carry out their function? |  |
| 9.3 | Are training records kept and kept up to date for all staff? |  |

1. Audit & Assessments

Objective

To ensure that systems are audited for compliance

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|  | Requirement | Evidence/Narrative |
| 11 | Are internal and/or third part audits carried out at regular intervals? |  |
| 11.1 | Is a documented audit process is in place that checks the system at least once per year. |  |

**Approval**

It is a requirement of the Scheme that a Board level (or equivalent) of the organisation has approved the information given. Please provide evidence of such approval:

When you have completed the document you should email it to;

|  |
| --- |
| Brian Lightowler |
| 01228 631681 |
| blightowler@qgbiz.co.uk REMEMBER TO ENSURE IT HAS BEEN SIGNED BY A SENIOR MEMBER OF YOUR COMPANY. |