

## QG Quality Management Standard

No.	Section	Standard	Deliverables
1	Quality Policy	A Quality Policy shall be in place	<ul style="list-style-type: none"> <li>• A quality policy is written and includes;               <ul style="list-style-type: none"> <li>○ Management commitment,</li> <li>○ Scope of system,</li> <li>○ Meeting external standards,</li> <li>○ Communication channels,</li> <li>○ Dated</li> <li>○ Signed</li> </ul> </li> <li>• The policy has been reviewed in the last 12 months</li> </ul>
2	Management Responsibilities	Management responsibilities shall be defined in writing	<ul style="list-style-type: none"> <li>• Organisation ownership is defined, in writing and by section</li> <li>• Evidence is in place that individuals understand that they have section responsibility</li> </ul>
3	Enquiries & Tenders	A documented enquiry and tender process shall be in place and adhered to	<ul style="list-style-type: none"> <li>• A written system is in place that covers the following areas;               <ul style="list-style-type: none"> <li>○ Enquiries/Tenders,</li> <li>○ Preparation,</li> <li>○ Unsuccessful enquiry/tender</li> <li>○ Successful tender</li> </ul> </li> <li>• A system is in place that identifies individual enquiries that can be monitored until activation</li> </ul>
4	Active Projects	A documented process to manage and monitor active projects shall be in place.	<ul style="list-style-type: none"> <li>• A process is in place to manage and monitor active projects and covers               <ul style="list-style-type: none"> <li>○ implementation,</li> <li>○ management</li> <li>○ and delivery.</li> </ul> </li> <li>• Bespoke client requirements is documented and monitored .</li> <li>• A system in in place that identifies individual active projects and their relationship with enquiries and completed projects.</li> </ul>
5	Controlling Working Documents	Documents shall be identifiable and accessible to those who need them.	<ul style="list-style-type: none"> <li>• 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is in place that identifies owners of documents, where they are stored, who has access and what is done when they are superseded.</li> </ul>

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6	Procurement	A system shall be in place to identify and monitor suppliers	<ul style="list-style-type: none"> <li>• A documented system is in place to monitor supplies of goods and services.</li> <li>• The system identifies the risks associated with each procurement process.</li> </ul>
7	Inspections & Tests	Inspections and tests shall be carried out where legal, customer and internal requirements are identified	<ul style="list-style-type: none"> <li>• A documented system that identifies equipment and systems that require inspecting and testing is in place.</li> <li>• The above are inspected and tested on a regular defined basis.</li> </ul>
8	Customer Satisfaction and Complaints	Customer data shall be collected and acted upon	<ul style="list-style-type: none"> <li>• The collection of information regarding customer Satisfaction and complaints is in place and acted upon.</li> </ul>
9	Keeping Records	Documents shall be kept in a secure and recoverable area.	<ul style="list-style-type: none"> <li>• Documents that are required to be kept by law or customer requirements are stored in a secure place.</li> <li>• Documents that are no longer required are destroyed in an appropriate manner</li> <li>• Documents are kept in an area that make them recoverable when required</li> </ul>
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	<ul style="list-style-type: none"> <li>• A training process is in place to identify, implement and monitor training of all staff</li> <li>• Staff are appropriately trained to carry out their function</li> </ul>
11	Audit & Assessments	An internal and/or third part audit is carried out at regular intervals.	<ul style="list-style-type: none"> <li>• An audit process is in place that checks the system at least once per year.</li> </ul>

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