



# CQS (Certified Quality Systems) External Audit Report

Standard	Certificate Number	Certificate Date		Next Audit Due		
ISO 9001:2008	GB2002721	06/02/08		Feb 2011 TBA		
Reference	GB2002721/10WB	Date	11/03/10			
Company Name	B. Bowden & Co. Limited					
Audit Type	External	Start	10:00	Finish	12:20	
Auditor	Wayne Bennett					
Management Representative	Amanda Homer					

Further Action Req	
Actioned By	
Auditor's Signature	
Client's Signature	
Client's Name	
Internal Use Only	
Items Outstanding	
Notes	

CQS (Certified Quality Systems) Ltd

Britannia House ■ Britannia Way ■ Enigma Park ■ Malvern ■ Worcestershire ■ WR14 3RZ

## Findings

	Reference	Evidence Audited	Findings
1	4.1 4.2.1 4.2.1	General Requirements	General and documentation requirements in place as stated. Quality manual is in place that outlines documented procedures, Quality Policy and measurable objectives. The required process model has been followed over this period as seen through various QMS documentation.
2	4.2.3	Control of documents	ISO 9001:2008 requirements have been implemented into the electronic copy version. All templates and quality critical documents are held on server, overwritten and saved when amendments are made.
3	04/02/04	Control of records	Records relevant to this section are in place, are legible, are stored securely and were readily available at this audit on request.
4	5.1	Management commitment	The quality team have shown a commitment to the on-going development and administration of the QMS over this period. This has been seen through various QMS documents and records as noted in section 4.1.
5	5.2	Customer Focus	Customer focus is evident throughout section 7 procedures and processes. Feedback processes in place as per section 8.2.1
6	5.3 5.4	Quality Policy, Quality Objectives	The Quality Policy is in place as stated, approved, signed and displayed to all staff. Quality Objectives are contained throughout the procedures manual and are also identified as per planning processes at section 7.1. The Quality Policy and objectives have been monitored as per sections 5.6.1/8.2.2 for effectiveness and suitability.
7	5.5.1 5.5.2	Responsibility and authority	Roles of Quality Manager and Internal Quality Auditor(s) remain in place to oversee all aspects of quality as reflected on internal audit documentation. All roles within the organisation are reflected on the company structure chart.
8	5.5.3 5.6.1	Quality Review (Feb 09 – Feb 10)	Formal reviews of the QMS have been held at planned intervals to monitor all aspects the system. Meetings have been documented and records have been retained, available for inspection at this audit.
9	5.6.2 5.6.3	Quality Review (Feb 09 – Feb 10) Inputs & outputs	Correct agenda and input guidelines continue to be followed to ensure all major points and objectives of the standard are monitored. Actions and minutes of previous meetings have been reviewed and agreed.
10	6.2.1 6.2.2	Training and competence	Documented training records are in place, held electronically on the Backstage system which automatically signals any certificate or training up-dates. Demonstration of this system has been seen today. Training schedules also in place, reviewed as an on-going basis.

## Findings

	Reference	Evidence Audited	Findings
11	6.3 6.4	Infrastructure, work environment	Equipment registers in place for all equipment, tools and machinery used in everyday processes. Safe working practices and safe environment processes in place as per safe systems of work policies and site risk assessment/method statement documentation. Gas analysing equipment test certificates in place.
12	7.1	Planning of product/service realisation	Planning processes in place as demonstrated on the Backstage system today. These enquiry/review processes take into account service/product requirements, health & safety/risk assessment/method statements/COSHH assessments materials, resource and quality objectives. All information and correspondence is retained and logged on the Backstage system.
13	7.2.1 7.2.2	Requirements related to product/service (Metropolitan Housing tender)	Quoting/estimate and tender documentation has been seen. These highlight service requirements, service delivery strategies and material costings The Backstage system allocates a unique job reference for each job. Survey request and survey sheet documentation seen that reflect manual procedures.
14	7.4	Purchasing (P.O. 9452)	Approved supplier/sub-contractor list in place. All orders are placed via the use of sequentially numbered duplicate book process. Example of this seen today. Goods received are checked off on site against the delivery note.
15	7.5.1 7.5.2 7.5.3	Control of service provision,  Identification and traceability	Electronic methods are in place to ensure all engineers and electricians receive work instructions through the Backstage system. Service provision documentation such as risk assessment/survey sheets, health and safety inspection reports, job sheets/works orders, gas safety certificates and installation works certificates all seen today. These have all been signed on completion to verify stage completion/completion of works, scanned into the system and returned to the office for further processing. The Backstage system operates a service provision 'traffic light' system for all work carried out for identification and traceability of job status.
16	7.6	Control of monitoring and measuring devices	Gas analysing equipment calibration certificates are held, reviewed and up-dated as per the Backstage system.
17	8.2.1	Customer Satisfaction	The organisation has gained feedback from clients over this period through the use of customer surveys. Examples of these surveys have been seen today.
18	8.2.2	Internal audit (Feb09 - Feb10)	A full programme of internal quality audits have taken place over this period. Reports have been well documented with audit check lists and information reports that outline procedures audited and any actions put into place. Reports have been used as an input to quality review meetings.
19	8.3	Non - conformances	Any breach of the QMS has been investigated and documented. Reports seen today outline corrective/preventive actions. Each NCR is logged into the backstage system, referenced to job number for easy traceability.
20			

--	--	--	--

## Observations & Non Conformances

1	Certification and guidelines from ROSPA, CHAS, EXOR, Safe Contractor and Considerate Construction to be added to section 4.2.1 as part of the organisation's quality procedures and documentation requirements. CORGI to be amended to Gas Safe registration. 4.2.1		Major
			Minor
		✓	Observation
2	Suggestion to add customer feedback analysis and supplier/sub-contractor performance review to quality review meetings 5.6.1		Major
			Minor
		✓	Observation
3			Major
			Minor
			Observation
4			Major
			Minor
			Observation
5			Major
			Minor
			Observation
6			Major
			Minor
			Observation
7			Major
			Minor
			Observation
8			Major
			Minor
			Observation
9			Major
			Minor
			Observation
10			Major
			Minor
			Observation

### Recommendation

Pass	Pass Subject to Rectification	Probationary Pass	Suspension	Cancellation
✓				