

1.0 SYSTEM DEVELOPMENT AND REVIEW

1.1 Business Context and Critical Requirements Management

Owner	The Directors	ISO 9001:2015 Clauses	4.1, 4.2, 6.1
<ul style="list-style-type: none"> • The following are identified, assessed, monitored and managed as per the Business Context and Critical Requirements Management Procedure: <ul style="list-style-type: none"> ○ External and internal issues that are relevant to the company's purpose and strategic direction, and have the potential to affect its ability to achieve the intended results of the QMS; ○ Interested parties and their requirements that are relevant to the QMS; ○ Risks arising from external and internal issues and the requirements of relevant interested parties, and appropriate actions to prevent or minimise undesirable effects; ○ Opportunities arising from external and internal issues and the requirements of relevant interested parties, and appropriate actions to exploit them. • The results of assessments are recorded in the Business Risk Register. • The Business Risk Register is reviewed at management reviews and update as appropriate. 			<p>Inputs</p> <p>Business Context and Critical Requirements Management Procedure</p> <p>Outputs</p> <p>Business Risk Register Improvement Log Management Reviews</p> <p>Controls</p> <p>Internal Audit and Management Review Schedule Improvement Log</p>

1.2 Scope and Processes

Owner	The Directors	ISO 9001:2015 Clauses	4.3, 4.4.1, 4.4.2, 7.1.6, 8.1, 9.3.1, 9.3.2, 9.3.3
<ul style="list-style-type: none"> • The Scope of the QMS is determined based on the issues outlined in the Business Risk Register and the products & services provided. • The Scope details any clauses of ISO 9001:2015 that are deemed not applicable to the QMS and the justification for their exclusion. • The Scope is reviewed at management reviews. • The Processes required for the QMS and their interaction is detailed in 0.0 System Overview. • All processes are documented sufficiently to ensure that essential organisational knowledge is made available. Processes are reviewed at management reviews to ensure organisational knowledge is adequately maintained. • The specification of each process, including the Process Owner, inputs, outputs, controls and the sequence of planned actions, is documented and stored in the QMS folder. • The effectiveness of all Processes is reviewed at management reviews. • The monitoring, measurement, analysis and evaluation requirements for each process and the corresponding results are detailed in the Objectives and KPI Register. 			<p>Inputs</p> <p>Business Risk Register Management Review Record</p> <p>Outputs</p> <p>Scope 0.0 System Overview Management Reviews</p> <p>Controls</p> <p>Internal Audit and Management Review Schedule Objectives and KPI Register Improvement Log</p>

1.3 Policy and Objectives

Owner	The Directors	ISO 9001:2015 Clauses	5.2.1, 5.2.2, 6.2.1, 6.2.2, 7.4
<ul style="list-style-type: none"> The Quality Policy is documented and authorised by a Director The current version is made available to employees by being displayed in the offices and published on the company's website, and reviewed by Top Management at least annually. The Quality Policy includes a framework for setting quality objectives. The current objectives agreed by Top Management are detailed in the Objectives and KPI Register. All objectives are relevant to the enhancing customer satisfaction and ensuring the conformity of products and services. Performance against objectives is recorded in the Objectives and KPI Register and reviewed at management reviews. 			Inputs
			Scope Business Risk Register Management Review Record
			Outputs
			Quality Policy Objectives and KPI Register Management Reviews
			Controls
			Internal Audit and Management Review Schedule Objectives and KPI Register Improvement Log

1.4	Responsibilities and Accountabilities		
Owner	The Directors	ISO 9001:2015 Clauses	5.1.1, 5.3, 6.3, 7.3
<ul style="list-style-type: none"> Owners for each process (Process Owners) are appointed by the Directors Process Owners have responsibility and accountability for: <ul style="list-style-type: none"> Ensuring that there are clearly defined inputs, outputs and controls for each Process; Ensuring that there is a clear sequence of planned actions to achieve the desired outputs; Approving changes to any inputs, outputs, controls and planned actions; Ensuring appropriate records of inputs, outputs and controls are maintained; Reporting the performance of processes for which they are responsible to Top Management; Sharing best practice through the organisation and promoting customer focus. A clear reporting relationship for key roles is detailed in the Organisation Chart. 			Inputs
			0.0 System Overview
			Outputs
			1.0 System Development and Review 2.0 Resource Management 3.0 Job Management Organisation Chart
			Controls
			Internal Audit and Management Review Schedule

1.5	Communication		
Owner	Top Management Financial Controller	ISO 9001:2015 Clauses	7.3, 7.4
<ul style="list-style-type: none"> The internal and external communication of information relevant to the company's quality performance and the QMS are planned and reviewed at management reviews. The processes for the communication of quality matters are detailed in the Communication Procedure. 			Inputs
			Communication Procedure QMS Briefing QMS Update Briefing 2.4 Induction
			Outputs
			Controls

<ul style="list-style-type: none"> Key elements of the QMS are communicated to all employees via a QMS Briefing or at their Induction (see 2.4 Induction), and updates are provided to all employees annually via a QMS Update Briefing. 	Outputs
	HR Records
	Controls
	Internal Audit and Management Review Schedule
	Objectives and KPI Register

1.6 Change Management			
Owner	Financial Controller	ISO 9001:2015 Clauses	6.3
<ul style="list-style-type: none"> The process for planning and managing changes to the QMS is detailed in the Improvement Procedure. Changes to the QMS are recorded in the Improvement Log. 	Inputs		
	Improvement Procedure		
	Outputs		
	Improvement Log		
	Controls		
	Internal Audit and Management Review Schedule		
	Objectives and KPI Register		
	Improvement Log		

1.7 Control of Documented Information			
Owner	Financial Controller	ISO 9001:2015 Clauses	7.5.1, 7.5.2, 7.5.3
<ul style="list-style-type: none"> The process for controlling documented information is detailed in the Control of Documented Information Procedure. Rules for the classification and handling of documented information, including storage, copying and distribution, are detailed in Appendix C of the Control of Documented Information Procedure. The status of controlled documented information is detailed in the Document Control Register. 	Inputs		
	Control of Documented Information Procedure		
	Outputs		
	Document Control Register		
	Controls		
	Internal Audit and Management Review Schedule		
	Objectives and KPI Register		
	Improvement Log		

1.8 System Audit			
Owner	Financial Controller	ISO 9001:2015 Clauses	9.2.1, 9.2.2
			Inputs

<ul style="list-style-type: none"> The implementation and effectiveness of the QMS is tested at planned intervals according to the Internal Audit and Management Review Schedule. The procedure for conducting internal audits is detailed in the Internal Audit Procedure. The results of internal audits are recorded using an Internal Audit Report. External audits of the QMS are conducted annually by a UKAS-accredited Certification Body. 	Internal Audit Procedure
	Internal Audit and Management Review Schedule
	Internal Audit Report
	Outputs
	Internal Audits
	External Audits
	Controls
	Internal Audit and Management Review Schedule
	Objectives and KPI Register

1.9	Management Review		
Owner	Financial Controller	ISO 9001:2015 Clauses	7.1.6, 9.3.1, 9.3.2, 9.3.3
<ul style="list-style-type: none"> Top Management reviews the company's operational performance and all aspects of the QMS at planned intervals detailed in the Internal Audit and Management Review Schedule. The requirements for management reviews, agenda and results are recorded using a Management Review Record. Where appropriate, improvement actions are recorded in an Improvement Log. 	Inputs		
	Management Review Record		
	Internal Audit and Management Review Schedule		
	Outputs		
Management Reviews			
Improvement Log			
Controls			
Internal Audit and Management Review Schedule			

1.10	Continual Improvement		
Owner	Top Management Financial Controller	ISO 9001:2015 Clauses	10.1, 10.2, 10.3
<ul style="list-style-type: none"> The process for identifying improvement opportunities, managing customer complaints, managing nonconformities, determining effective actions and monitoring progress is detailed in the Improvement Procedure. All improvement opportunities, nonconformities, risks and problems requiring action relating to the company's products and services and its QMS are recorded in the Improvement Log. 	Inputs		
	Improvement Procedure		
	Outputs		
	Improvement Log		
Controls			
Internal Audit and Management Review Schedule			