Quality Manual

Contents

Executive Name and
Signature

Executive Job Title   Chief Executive Officer
Author: Natalie Potter

Effective Date: 11th February 2021
Next Review Date: 11th February 2022

1.   Quality Policy

1.1   Objectives

Churches Fire Security Ltd Quality Policy objectives are set out as follows and are made available to all interested parties via the company website. We have also noted how we would measure achieving those objectives.

- We aim to remain a quality supplier by providing a service which conforms to the requirements of our customers and therefore the Fire Safety Order 2005. We measure achieving this this objective through a target of nil sanctions raised against the Fire Safety Order 2005.

- Meeting and exceeding the customer's needs and expectations will be paramount in all company activities. We measure customer satisfaction through NPS scoring and a monthly KPI target of 50.

- To this end the company has a documented Quality Management System to comply with the requirements of ISO 9001:2015 and all appropriate standards. The renewal of the ISO 9001:2015 accreditation is how we measure success of this objective.

- The Company will comply with all the appropriate statutory and regulatory requirements. This objective is measured through achieving nil sanctions against any of the requirements and the achieving and maintaining of our accreditations.

- Adherence to this policy involves every aspect of The Company's business and its employees and requires full buy in from all. This objective is measured by the recording of all employees in reading this policy and the results of internal audits and compliance to processes.

- Sub-contractors (when used) are made fully aware of the requirement for quality and given all the necessary relevant documentation which must be completed prior to commencing work. This is measured through the returned agreement to our subcontractor handbook and annual subcontractor reviews.

- The Company utilises a process of continual improvement. All employees are encouraged to review the working practices and suggest methods for improvement where appropriate. In addition, all relevant processes are reviewed and improvements determined where reasonably practical. This is all documented and reviewed as part of the internal audit programme.

1.2   Our Mission and Vision

The Company objectives for uncompromisingly high standards are set out within our company mission and vision and are made available to all interested parties via the company website: www.churchesfire.com

Our mission is to safeguard like and property from the threat of fire and theft.

Our vision is to be the best and most trusted partner in fire safety and security, giving an unsurpassed customer experience at all touchpoints.

1.3   Achieving our objectives (Our Values)

Our values are a statement of our culture, business processes and way of doing things. They form the basis of our everyday activity, by all directors and staff, with our customers, business partners, suppliers and stakeholders. These values are made available to all interested parties via the company website: www.churchesfire.com

Reliable
- We are here for our customers; 24 hours a day, 365 days a year.
- We provide an unrivalled quality of service with confidence.
- We shape our service according to our customer's needs.

Trusted
- We act with integrity by doing what's right, not what's easy to ensure that our customer's obligations are fulfilled and compliant.
- We act with honesty and pride ourselves on nurturing long-term customer relationships.
- Our work is continually assessed by independent third-party accreditors to ensure the highest quality service and maintenance; the safety of our employees, customers and partners is our top priority.

Knowledgeable
- Our nationwide team of highly-trained technicians are our greatest assets, providing the UK with world-class fire safety and security.
- We support our technicians through a team of technical managers, experienced account handlers, designers and support staff.
- Our passion for continuous learning and development makes us credible experts in ensuring legal fire safety and security responsibilities are adhered to.

Speed of Response
- We deliver industry leading call-out time response times; we recognise that quick resolutions are important to our customers.
- We constantly review new technology and innovative solutions to improve the efficiency and effectiveness of our service.
- We pride ourselves on the speed and capabilities of our support and customer service teams.

Innovative
- We push for simplicity, utilising unparalleled systems to save our customers' both time and money, often by removing the need for multiple technician visits.
- We utilise the latest technologies to provide a suite of management information and analytics in one centralised customer portal.
- We partner with industry leading systems to widen our technical capabilities and provide additional account visibility to our customers.

2. Quality Management System

2.1 Purpose

The Company has implemented a single Quality Management System (QMS) which applies to all activities of the Company, including those carried out by third parties (such as sub-contractors) on behalf of The Company. The QMS has been implemented to comply with the internationally recognised standard; BS EN ISO 9001:2015 Quality management systems – Requirements, without exclusions. This single QMS incorporates all the appropriate statutory and regulatory requirements, as well as other applicable standards to which work must be performed, to ensure all work undertaken and services provided to customers remains of a high quality standard and that The Company meets its objectives.

2.2 Application

Achievement of the Quality Policy involves all staff, who are responsible for the quality of their work. This Policy is provided to all staff via electronic systems and all employees receive QMS induction training, to ensure there is awareness and understanding of it. It is the responsibility of all staff to familiarise themselves with the contents of this Quality Manual and to comply at all times with the policies and procedures that are documented within the QMS.

2.3 Quality Management Principles

Customer Focus

The primary focus of quality management is to meet customer requirements and to strive to exceed customer expectations. Sustained success is achieved when an organisation attracts and retains the confidence of customers and other interested parties on whom it depends. Every aspect of customer interaction provides an opportunity to create more value for the customer. Understanding current and future needs of customers and other interested parties contributes to sustained success of an organisation.

Leadership

Leaders at all levels establish unity of purpose and direction and create conditions in which people are engaged in achieving the quality objectives of the organisation. Creation of unity of purpose, direction and engagement enable an organisation to align its strategies, policies, processes and resources to achieve its objectives.

Engagement of People

It is essential for the organisation that all people are competent, empowered and engaged in delivering value. Competent, empowered and engaged people throughout the organisation enhance its capability to create value. To manage an organisation effectively and efficiently, it is important to involve all people at all levels and to respect them as individuals. Recognition, empowerment and enhancement of skills and knowledge facilitate the engagement of people in achieving the objectives of the organisation.

Process Approach

Consistent and predictable results are achieved more effectively and efficiently when activities are understood and managed as interrelated processes that function as a coherent system. The quality management system is composed of interrelated processes. Understanding how results are produced by this system, including all its processes, resources, controls and interactions, allows the organisation to optimize its performance.

Improvement

Successful organisations have an ongoing focus on improvement. Improvement is essential for an organisation to maintain current levels of performance, to react to changes in its internal and external conditions and to create new opportunities.

Evidence-based Decision Making

Decisions based on the analysis and evaluation of data and information are more likely to produce desired results. Decision-making can be a complex process, and it always involves some uncertainty. It often involves multiple types and sources of inputs, as well as their interpretation, which can be subjective. It is important to understand cause and effect relationships and potential unintended consequences. Facts, evidence and data analysis lead to greater objectivity and confidence in decisions made.

Relationship Management

For sustained success, organisations manage their relationships with interested parties, such as suppliers. Interested parties influence the performance of an organisation. Sustained success is more likely to be achieved when an organisation manages relationships with its interested parties to optimise their impact on its performance. Relationship management with its supplier and partner network is often of particular importance.

3. Terms and Definitions

The Terms used within this Quality Manual are defined in appendix 1.

4. Context of the Organisation

4.1 Understanding organisation and its context

The Company Quality Policy [1.1], Visions [1.2] and Values [1.3] include reference (indirectly) to some of the external and internal contexts which may impact upon the Company. A PESTLE analysis has been performed to facilitate understanding the external context. The following contexts have been determined (but are not limited to):

External Context
- Government regulations and changes in the law

- The organisation's market
- Competitors
- Accrediting bodies

Internal Context
- Approach to governance
- Contractual relationships with customers
- Interested parties

The Company reviews both internal and external issues that may affect the QMS. These are recorded in the form of Management review meeting notes, Directors meeting notes, Area Team meeting minutes, and Departmental meeting minutes. Examples of these are Operations, Technical, Contractual or Legal issues and Complaints.

4.2 Interested Parties

Interested parties include all stakeholders; direct customers, end users, suppliers, regulators, those within the company, those acting on behalf of the company and society. These parties add value to the organisation or are impacted by the activities within the organisation. Meeting their needs is important to implementing the QMS effectively. Departmental processes are documented in a turtle diagram format, which facilitates the identification of interested parties associated with each.

All employees both managerial and non-managerial have an interest in the success of the business and need to ensure their value is added to the business to ensure that success is realised. This also applies to the representatives of any employees such as unions.

Primary regulators include the LPCB, NSI and BAFE. Feedback from being audited against their schemes is utilised to facilitate compliance and continuous improvement. Stakeholders include owners, shareholders, directors and employees who have their needs and expectations placed on us therefore require the operation of a financially viable and profitable business that provides job security to employed staff whilst meeting all relevant UK trading / regulatory requirements.

Our insurers have an interest in our operations and practices to ensure we have the right insurance cover to meet the needs of the business.

The local authorities do not place specific 'needs & expectations' on us, but we are required to advise Customers with external alarms about Control of Noise compliance issues and also comply with any applicable requirements relevant to the premises themselves where they are 'listed'. They also act as the HSE & EA local facilitators – re Occupational H&S specifics & Waste Management.

Our suppliers are all UK based although many of the Components or Equipment they supply is sourced from overseas. This is because we need to use industry compliant equipment with relevant grading's / approvals and proven reliability. Hence regular / key suppliers are also 'interested parties'.

We are aware of all of our local competitors and any we compete with on a national level. Hence local competitors could also be construed as also being interested parties in the Company's success.

4.3   Scope of the QMS

The QMS is applied to all activities of The Company which provides for the provision of Fire Protection and Security Equipment, including the design, installation, commissioning and maintenance of Fire Extinguishers, Security Systems, Fire Alarms, Fire Detection, Emergency Lighting, Fire Sprinkler Systems, Fire Hydrants, Kitchen Suppression, Gas Suppression, Fire Risk Assessments, Staff Fire Training and Fire Safety Signage. All applicable statutory and regulatory requirements are embedded within the documentation of the QMS. These include (but are not limited to); Loss Prevention Standard (LPS) 1014 requirements for certified fire detection and alarm system firms (incorporating BS 5839), LPS 1048 requirements for the approval of sprinkler system contractors in the UK and Ireland (Incorporating BS EN 12845), NSI NACOSS Gold Scheme for Security Systems; BS 5306-3: commissioning and maintenance of portable fire extinguishers – Code of practice and BS 5306-8: selection and positioning of portable fire extinguishers – Code of practice. The company Legislation and Standards register holds a comprehensive list. This register will be reviewed every 6 months to evaluate compliance.

4.4   QMS and its processes

The QMS is fully documented and structured in 4 levels of documented information as detailed below. Interaction between the processes can be view here. The QMS documents are controlled through an approval process which are separated into the key business Churches Way Documents and Policies, approval process can be found here, and the general departmental processes and procedures, approval process can be found here.

Level 1 - Quality Manual and Policies
The Quality Manual details The Company Quality Policy which states the commitment of the organisation to quality and continual improvement. The Quality Policy is available to all interested parties via the company website. All staff are instructed to read and understand the Quality Manual including the Quality Policy therein, during their company induction.

A list of current Company Policy Documents is available via the Company Website:

http://www.churchesfire.com/downloads/policies/

The Company's Quality Manual also references documents which show or describe processes, for example turtle diagrams (as referenced in section 4.2 above). These give an overview of the process and include the following considerations: inputs, resources, methods/procedures, measures, opportunities, risks and outputs. They are intended to represent, rather than define how an activity is carried out.

Level 2 - Quality Procedures

These documents describe/define activities; what should be done, by whom, when, where and in some cases, why. The inputs and the outputs of the activities are explained, including required resources. The Quality Procedures include (as applicable) the following elements; Title, Purpose, Scope, Responsibilities, Authority, Records and Appendices, where needed. Risk assessments are documented within each procedure as necessary. All Procedural Documents are held on the Company SharePoint Intranet, available as applicable to staff ([click here](#)).

Level 3 - Work Instructions (Churches Fire Way Documents)

These documents provide more specific detail such as how to perform tasks. They include imagery where necessary to facilitate good understanding of requirements and facilitate work being performed to the high quality standard that The Company requires. Work instructions supplement procedural documentation where additional information is required. For example, installation of sprinkler systems may have one procedural document, however there would be different working instructions to follow, dependent upon the choice of equipment or tools being used. All Churches Fire way documents are held on the Company SharePoint Intranet, available as applicable to staff ([click here](#)).

Level 4 - Records

These represent what has been done. Records are maintained for various procedures and can exist in various formats. Some examples are; Certificates of Inspection which describe what has been done, when, by whom and to what standard, or electronic records maintained for equipment calibration, to show dates calibrated, referencing the identity of standard equipment used for the calibration and date the next calibration is due. Such records act as evidence that work has been carried out in compliance to any statutory, or regulatory standards and provides auditors or investigators with traceability – it is therefore essential that records are completed accurately and with as much detail as required from each document.

The documented QMS identifies and defines the methods by which we control each activity of The Company. The Company has determined the processes required for each activity to:

- Plan what resources are required (inputs).
- Identify and address all opportunities and risks.
- Carry out the work effectively to meet the customer's expectations and to meet all applicable standards and / or regulatory requirements (output).
- Document all necessary information and maintain these records (output).
- Monitor and review the effectiveness of the QMS.
- Apply improvements.

5.   Leadership and Structure

Responsibility for ensuring that the QMS is successfully implemented lies with The Company's Senior Leadership Team. The QMS is approved and issued on the

authority of the Senior Leadership Team and its application supported by the Compliance Department Manager. The Senior Leadership Team assign relevant roles to individuals, and have a responsibility to ensure these roles are understood and communicated effectively across the organisation. To view the current Company Organisation Chart click here.

Processes have allocated process approvers responsible for their implementation and approval of all documents in their remit. Details can be found here.

6.   Certification

The Company's QMS is reviewed and currently third party certified to conform to the internationally recognised standard ISO 9001:2015.
Current Certification is made available to all interested parties via the company website:
http://www.churchesfire.com/downloads/accreditations/

7.   Monitoring the QMS

7.1   Auditing the QMS

To establish the effectiveness of the QMS, The Company operates a Quality Assurance Programme managed by the Compliance Department, with a documented Audit Programme. Internal audits are conducted to confirm effectiveness of the QMS and establish conformity with the standards, policies and procedures which are defined within the QMS, as well as conformance of the QMS itself with BS EN ISO 9001:2015.

7.2   Management Review – Meetings and Planning

The QMS undergoes regular review to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of the organisation. This is covered through the company's monthly Senior Leadership Team meetings, Policy Deployment meetings and Operations meetings – more widely known as Management Review. These meetings involve Directors and Department Managers and take into consideration the following points:

- Status of actions from previous meetings

- Changes in external and internal issues that are relevant to the QMS

- Information on the performance and effectiveness of the QMS, including trends in:

  1) Health, Safety and Welfare
  2) Customer satisfaction and feedback from relevant interested parties
  3) The extent to which quality objectives have been met
  4) Process performance and conformity of products and services

5) Nonconformities and corrective actions
6) Monitoring and measurement results
7) Audit results
8) The performance of external providers

- The adequacy of resources
- The effectiveness of actions taken to address risks and opportunities
- Opportunities for improvement

Departments are monitored through a Target To Improve (TTI) bowler which lays out Key Performance Indicators (KPIs) for each department and reviewed monthly. The KPIs are marked as red or green depending on whether the target was met and any areas that hit red three months in a row automatically go to control measures and the department head responsible must bring a plan for improvement.

Each review is documented through meeting minutes with any required actions being recorded as Asana tasks. Further information on how information is communicated through the business see the [Company communication](#) document.

Separate to the Compliance Department, the company has also implemented a Quality team within the Service Department. This team will identify risk points within the Service Department and put into place plans to minimise those risks such as improved processes, auditing and training.

Appendix 1 – Terms and Definitions of the Quality Manual

Audit – systematic, independent and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which the audit criteria are fulfilled

Audit Programme – arrangements for a set of one or more audits planned for a specific time frame and directed towards a specific purpose

Calibration – measurement used to establish the relationship between indicated values and known values of a measured quantity, typically utilising a reference standard Instrument

Certification – formal confirmation of certain characteristics of an object, person, or organisation

Conformity - fulfilment of a requirement

Context of the organisation – combination of internal and external issues that can have an effect on an organisation's approach to developing and achieving its objectives

Continual Improvement - recurring activity to enhance performance

Customer - person or organisation that could or does receive a product or a service that is intended for or required by this person or organisation

Document - information and the medium on which it is contained

Effectiveness – extent to which planned activities are realised and planned results are achieved

Interested Party – person or organisation that can affect, be affected by, or perceive itself to be affected by a decision or activity

Management - coordinated activities to direct and control an organisation

Monitoring - determining the status of a system, a process, a product, a service or an activity

Objective – result to be achieved

Organisation - person or group of people that has its own functions with responsibilities, authorities and relationships to achieve its objectives

Policy - intentions and direction of an organisation as formally expressed by its top Management

Procedure - specified way to carry out an activity or a process

Process - set of interrelated or interacting activities that use inputs to deliver an intended result

Quality – degree to which an inherent set of characteristics fulfils requirements

Quality Assurance – part of quality management focused on providing confidence that quality requirements will be fulfilled

Quality Management System – set of interrelated or interacting elements of an organisation to establish policies and quality objectives, and processes to achieve those objectives

Quality Manual - specification for the quality management system of an organisation

Record - document stating results achieved or providing evidence of activities performed

Review - assess formally with the intention of instituting change if necessary

Regulatory requirement - obligatory requirement specified by an authority mandated by a legislative body

Requirement - need or expectation that is stated, generally implied or obligatory

Risk - effect of uncertainty

Statutory Requirement - obligatory requirement specified by a legislative body

System - set of interrelated or interacting elements

Top Management - person or group of people who directs and controls an organisation at the highest level

Traceability - ability to trace the history, application or location of an object

Values - The operating philosophies or principles that guide an organisation's internal conduct as well as its relationship with its customers, partners, and shareholders

Vision - aspiration of what an organisation would like to become as expressed by top Management