Quality Manual

Contents

Executive Name and Signature

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1. Quality Policy

1.1 Objectives

Churches Fire Security Ltd are committed to providing solutions that are cost effective and quality assured. 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 monitor retentions and customer complaints and measure customer satisfaction through NPS scoring and a monthly KPI target of >0.

- 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 all accreditations and conforming with internal and external requirements 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.

- The Company aims to ensure all customers have a compliant and well-maintained system. This is monitored through the targeted reduction of false alarms and more expedient ARC response times.

- 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 departmental KPIs, 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 life 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.

Cultivating a quality culture within the Company through the continued realisation of this policy, and ultimately our customers' experience of it, is vital to meeting their rising awareness of quality and expectations as well as supporting the growth of our brand and business.

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 <u>directors</u> and <u>staff</u>, with <u>our customers</u>, 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.

As a member of various industry bodies, we keep abreast of legislation changes and product developments. Through independent, third-party assessment, we can guarantee a high standard of products, installation and service. Objective evaluation means the quality of works and methods carried out have been verified as being to a suitable standard. Our technicians are also assessed for compliance.

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 purpose of the QMS is to The QMS has been implemented to comply with the internationally recognised standard; BS EN ISO 9001:2015 Quality management systems – Requirements, without exclusions as well as Regulations for NSI approved Companies including NSI schedules FRAQS123, FSQS121, SSQS102, EASQS207 and SSQS101; industry agreed Codes of Practice, any relevant Product Standards, local fire and rescue service polices on response to fire and security alarms and applicable legal and/or statutory requirements. 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.

Our Alarm Receiving Centre (ARC)/Remote Video Response Centre (RVRC) is constructed and is operated to meet the rigorous requirements of BS EN 50518 : 2019, BS9518 : 2021 and NSI Gold Certification including SSQS102.

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 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. Leaders will comply with applicable legal requirements and periodically evaluate compliance throughout their areas of responsibility.

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

Communication and Monitoring is paramount to the success of Churches Fire & Security. For over 25 years we have positioned ourselves as a national company with a local presence. We proudly fill the market space between large corporations and small local suppliers. By providing internationally recognised and independent businesses with fire and security services, we have formed stable relationships of all sizes to understand company needs. Our technicians are based throughout the UK with local inventory access.

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, Risk Plan and SWOT 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 all applicable law
- The organisation's market
- Competitors
- Accrediting bodies
- External training providers

Internal Context
- Customer satisfaction through service excellence
- Approach to governance
- Contractual relationships with customers
- Employee relations
- Processes that ensure we meet all legal and regulatory requirements
- Interested parties

The Company reviews both internal and external issues that may affect the QMS. These are recorded in the form of operations 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 owners, directors, shareholder and 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. They 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.

Primary regulators include the LPCB, NSI and BAFE. Feedback from being audited against their schemes is utilised to facilitate compliance and continuous improvement.

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 fire and rescue service where evacuation alert systems are in place, will have a design interest in the systems for those customers and will need to be consulted on any new designs or amendments to existing.

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 company was established in 1992. 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, the ARC, 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); NSI ARC, Security, Fire, Fire Risk Assessment and Evacuation Alert Systems Gold Schemes; LPS 1048 requirements for the approval of sprinkler system contractors in the UK and Ireland (Incorporating BS EN 12845); 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 and document in the Interaction between business processes document. The QMS documents are controlled through an approval process which are separated into the key business Churches Way Documents and Policies, and the general departmental processes and procedures.

Adherence to appropriate standards, industry guidelines and legal responsibly is woven into processes throughout the entire business and customer/site/system lifecycle for each aspect and technical discipline of the businesses offer.

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 to all employees.

Level 3 - Work Instructions (Churches Fire Way Documents and company processes)
The Churches Fire Way 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 and have version history as part of document control process.

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.

Details of retained documents can be found within the Record Management document.

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.

Organisational roles and specific areas of responsibility are detailed in the table; not limited to:

PROCESS/PROCEDURE TITLE	RESPONSIBILITY/OWNERSHIP
Sales	Sales Director
Planning & Installation	Installations Director/ Project Manager(s)
Preventative Maintenance	Service Director/ Manager(s)
Corrective Maintenance	Service Director/ Manager(s)
Recruitment, Security Screening	HR/ Third party
Training	Compliance Department Manager/ Training Department
Compliance/ Quality Management	Compliance Department Manager/Compliance Department
SHEQ	Compliance Department Manager/Compliance Department
IT Systems Maintenance	Aura/ IT Manager
Alarm management & Monitoring	Operations Director/ Mobilise Team
Customer Services	Operations Director
Material Control	Projects / Service
Control of documents & Records	Compliance Department Manager/ Compliance Department
Internal Audit (Administrative)	Compliance Department Manager/ Compliance Department
Technical Audit & Competencies	Service Managers/ FLMs
Corrective Action	Compliance Department Manager/ Compliance Department
Nominated Designers (fire and security)	Project Managers – see organisation chart
Systems Performance Executive	Service Director
FRA Validator	Fire Safety Team Manager
The ARC	ARC Manager
Improvement Initiatives	Everyone

Job descriptions can be found here where roles and responsibilities are clearly defined. Roles and responsibilities within the Service department can be found here.

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

Top management are committed to:
- Establishing a quality policy, ensuring that it is part of company culture
- Establishing applicable and appropriate quality objectives
- Maintaining quality objectives harmonious with relevant products and services
- Maintaining, developing, and regularly reviewing the quality objectives.
- Identifying and responding to new risks and improvement opportunities
- Communicating with employees and other stakeholders; the importance of meeting customer and statutory/regulatory requirements
- Striving to understand and deliver against customer requirements whilst remaining attentive to customer focus
- Conducting management reviews, measuring adherence to quality objectives and recognising/promoting opportunities for improvement
- Ensuring that employees are aware of and have an appropriate knowledge of relevant legislation including, safety and environmental requirements
- Supporting other management to ensure they have the tools to lead their teams in their areas of responsibility
- Placing high integrity toward management of change to the quality objectives, their inputs/outputs, and communications
- Following a mistake or non-compliance an improvement opportunity will be set in place and reviewed
- Record keeping and action will be wholly dependent on the nature and severity of the risk

Attention to customer focus and the risks associated with failing to meet their needs is common subject matter throughout this whole document. A management and customer service attitude prevails, and the business demonstrates genuine care about customer focus.

Meetings, training and inductions focus attention toward meeting the needs of our customers. Multiple feedback opportunities occur in day-to-day business life and each team is particularly alert to the voice of the customer in their individual dealings.

Regular meetings, along with more routine communication, with top management intends to draw attention to risks, which are duly considered and managed.

6.   Planning and change

A risk-based approach considers the company's quality objectives, the impact of failing to achieve quality objectives, the necessary structure and motivation to ensure that the quality objectives are upheld in context with risks identified in section 4 and surpassed wherever possible. The risk to interested parties internal and external with opportunities for amendment and improvement are central to the company's risk attitude see SWOT, PESTLE and 2023 Risk Plan.

Through regular review from; not limited to:
- Customer feedback
- Monthly management meetings

- Sales meetings
- Operations team meetings
- Technician team meetings
- Internal Audits: technical, process, admin, safety, vehicles

Top management may set, cancel or amend quality objectives at any time.

Quality objectives are formally discussed at management review. The inclusion of additional or alternative quality objectives, those affected, resource required, the best means to communicate and then review success criteria will be established. Frequency of review will be considered based on the nature of any change.

Routine response and attention to risks occurs in daily management through individual employee's diligence, through management of teams/employees/sub-contractors/ suppliers. Shortfalls in received quality are addressed routinely and form a cultural attitude. The company culture promotes a quality attitude and the company relies upon feedback inputs and outputs from all employees.

More significant inputs/outputs that diminish quality objectives will be subject to risk consideration and corrective action in an escalation upwards toward top management dependent on significance and urgency.

Planning changes will observe and consider subjects identified in section 4 under internal and external contexts as well as interested parties. Consideration is given to why the change is needed and the consequences of the change; the impact of the change on the QMS; resourcing required to implement the change and where the responsibility lies in managing the change. Due the company's growth by acquisition, there are many examples of effective change management that covers all activities of the business. The company's change management document with further details can be found here.

New risks and actions to prevent those risks that occur during a process or systems' lifecycle will be assessed to see if they present improvement opportunities or whether they will negatively impact the service offered.

Contingency is largely separated into human, product or service resource.

Human resource contingency is considered; not limited to:
- Direct labour Technical
  - Reschedule
  - Amend priorities
  - Use subcontractors
  - Divide labour working in pairs
  - Overtime
- Direct Labour – Sales / Design
  - Re distribute workload
  - Negotiate extended return dates
  - Overtime
  - Cross over responsibilities
  - Utilise resource from other teams
- Direct Labour – Admin
  - Re distribute workload

- o Overtime
- o Cross over responsibilities
- o Utilise resource from other teams
- o Temporary staff

Product resource contingency is considered; not limited to:
- Current brands are international and deeply established – Low risk
- All products are available from varying outlets if not direct!
- Wholesalers are plentiful and alternatives readily available
- Standard products are present in the majority of our service, therefore no excessive lead time, training need or approvals

Service resource contingency is considered; not limited to:
- ARC agreements with NSI Gold ARC
- IT, Voice & Data agreements – Other providers available and all information is open source
- Above is in a fail-over arrangement with 3G/4G mobile SIMs sustaining all traffic in the event of a total disconnection or data loss
- Premises, utilities etc formal agreements with lawful protection. Known terms and lease periods etc. All electronic work can be conducted remotely from employees' homes. IP telephony provides continuity to customers who receive the same service regardless of operator location.
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7.   Support

7.1   Resources

Resources include but are not limited to people; products and suppliers; infrastructure (accommodation / appropriate environment; transport and access; storage; IT; plant, tools and equipment); training, skills, knowledge, competence; financial capability to sustain these resources.

Many of the above are governed under law and the role of the company is to ensure that lawful responsibilities are adequately met through careful attention, through audit, recurring renewals etc. Governance includes but is not limited to insurances; MOT, servicing, vehicle suitability' driver lawfulness; security screening; safety training; formal arrangement with ARC, I.T co, H & S, Legal and HR support.

Knowledge is gained through the recruitment and acquisition process. The company has a buy and build strategy that focuses on gaining customers and knowledge through acquiring other companies.

Equipment used must be maintained and calibrated at pre-defined intervals. See calibrations process for full details of the management of equipment, calibrations register and back checking. Inspection measuring and test equipment is central to the technicians in their field-based roles, integrated into a planning schedule to undertake accuracy/safety checking.

7.2   Competence

The company ensures that personnel are competent through a pre-employment assessment of skills, education and experience. Records of training, internal auditing and a competence matrix are maintained to demonstrate this. [See training and competency principles and planning](). Skills for each role are identified through each employee's training path.

Through acquisition and recruitment, the Company is always seeking to expand its level of competence and expertise in the activities covered by the QMS. Security screening of employees is carried out to the applicable requirements and an ID badge produced. More detail can be found [here](). ARC operators will also hold SIA Public Space CCTV Licences.

Monitoring competency, especially of personnel whose tasks have an effect on product/compliance will be subject to internal audits.

Job descriptions exist for all positions, these are held in secure files and form part of employment contracts and remuneration for all personnel. Career progression and opportunity for personal growth are a central part of the culture and strategic thinking. Through this we hope to maintain loyalty, interest, tribal knowledge and continuity to customers.

Internal knowledge most often arises from experience and exposure to workplace challenges and learning opportunities. Best practice is encouraged and opportunities to share fixes/work arounds etc arise from within meetings and informal discussions within day-to-day business life.

External knowledge in part is brought to the company from experience gained with other businesses, apprenticeships and training. Further training and guidance from external bodies along with structured training from suppliers fulfils the common areas of upskilling and improving organisational knowledge.

Consideration is given to risk of sudden absence or personnel departure from the company in way to ensure that resources can be stretched and temporarily adapted to absorb occurrences, ensuring continued compliance and customer satisfaction remains foremost.

7.3   Awareness

Awareness and accountability is created through the job descriptions and company organisation chart. System performance of the company's products is upheld by the Service Director (systems performance manager) in partnership with the Installation Director. Responsibility for design rests with the "Nominated Designer(s)". The company makes all employees aware of relevant policies and procedures through orientation and the training path.

7.4   Communication

The company benefits from regular internal, informal communication between management and staff through direct face-to-face contact, informal discussion

and (when beneficial) internal emails and new feed. See company communication.

Confidentiality in internal and external communication is attached to matters of personnel, finance and company legal matters where appropriate segregation/lock & Key are applied or permissions in software management access rights etc to ensure that only those authorised can access sensitive information or data that influences back-office systems etc.

7.5   Documented information

The company maintains various documents - see section 4.4. An attentive culture promoted by top management along with strong connections with regulatory bodies etc ensures good knowledge of changing standards. Close communication with supply chain and industry publications assist in advancing products and technical developments on the horizon.

The duration of documents/records held/published in hard/soft copy both internal and external is subject to reference to appropriate standards and detailed in the Record management process. Externally generated documents are checked regularly to ensure that they are at latest issue. See Legislation and Standards register. As a progressive business promoting a strong compliance culture there is no embargo to access for all team members.

Documentation (including drawings, specifications etc) generated by the company is controlled through appropriate review and authorisation prior to issue. Distribution and amendments are controlled to ensure that incorrect issues or revisions are not used. Similar controls are in place for documents stored and distributed in electronic form. Secure back-up arrangements are in place for documents held in electronic form. All business PC's, Servers, Laptops and Tablet devices will be password protected.

8.   Operation

Conformity is intended from the earliest form of enquiry and follows appropriate inputs/outputs through customer/system lifecycle. Conformity towards lawful obligation, Health & Safety, Third Party Certification, Contract law etc is implicit throughout those processes.

The company plans, implements and controls its operations in line with ISO9001:2015 Clause 8. All details are held in departmental processes and procedures on the Company intranet.

9.   Monitoring the QMS

9.1   Performance Evaluation and Improvement

The company recognises and values the feedback, in many forms, that customers can provide. Information is gathered to determine customer's perception of the company and to monitor satisfaction.

The company specifically values feedback; not limited to:
- Key customer care calls
- Customer satisfaction survey results
- Renewals/loss of maintenance contracts
- Repeat business opportunities

The company maintains a register of feedback and the statistics and outputs of this are subject to inclusion in the monthly Operations Meetings and Management Review.

The company looks at feedback as a driver for change and improvement to enhance the quality of our offering and increase customer satisfaction.

9.2   Auditing the QMS

To establish the effectiveness of the QMS and to support the management n achieving their quality objectives, 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. The company is invested in a cycle of continual improvement.

See Internal Audit Process.

9.3   Non-Conformities and Corrective Action

Non-conformities and corrective actions will come from feedback and auditing as mentioned above. Non-conformities will prompt actions to correct the situation and then actions to ensure it doesn't happen again. The company uses the Plan, Do, Check, Act to manage these situations and their impact on the QMS.

The process for non-conforming products can be found here.

9.4   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. The meetings are designed to progress the business, manage changes, solve problems and ensure quality is maintained. 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 (including changes in legislation and changes in police policies)

- 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 (including the analysis of complaints)
    3) The extent to which quality objectives have been met
    4) Process performance and conformity of products and services (including performance and trend analysis for routine maintenance, response to emergency call outs and false alarms)
    5) Nonconformities and corrective actions
    6) Monitoring and measurement results
    7) Audit results
    8) The performance of external providers (including suppliers, subcontractors and alarm receiving centres)
    9) Effectiveness of continual improvement initiatives

- The adequacy of resources (including human, equipment and facilities)
- The effectiveness of actions taken to address risks and opportunities
- Opportunities for improvement (including assessment of new software and hardware)
- Review adequacy of quality policy and quality objectives
- Training needs and requirements
- Infrastructure
- Evaluation of legal compliance

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.

10. Exclusions

Exclusions to the requirements of BS EN ISO9001:2015:

The Company claims that the following exclusion does not affect their ability, or responsibility, to provide a service that meets customer and applicable regulatory requirements:

Clause 8.3 - Design and development of products is to be excluded as we are not engaged in any conceptual design or development of product but instead work with previously or developed product, which is incorporated into the business process.

11. 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/

Appendix 1 – Terms and Definitions of the Quality Manual

ARC – Alarm Receiving Centre

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

CFOA – Chief Fire Officers Association

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

NPCC – National Police Chiefs Council (formerly ACPO)

NSI – National Security Inspectorate, the accrediting body

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

PS – Police Scotland (formerly the Association of Chief Police Officers [Scotland] – ACPOS)

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 (QMS) – 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

RVRC – Remote Video Response Centre

SIA – Security Industry Authority (UK)

Statutory Requirement - obligatory requirement specified by a legislative body

System - set of interrelated or interacting elements

The Company – Churches Fire Security Ltd

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