



QUALITY MANUAL

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1. Context of the Organisation

1.1. *Understanding the Organisation and its Context*

T3 Security Ltd located at Seaton Burn, Newcastle Upon Tyne and has over 10years of experience providing security services including Door Supervision, Manned Guarding, Key Holding, Alarm Response, CCTV Services and Stewarding across a range of industry sectors in accordance with the associated requirements of ISO9001, BS7858, BS7499, BS7958, BS10800 and BS7984. The company does not use monitoring and measuring resources, measurement traceability and it does not design.

T3 Security Ltd has determined the internal and external issues that are relevant to its strategic direction that affect its ability to achieve those intended results of its Management System. This includes, where necessary the social, culture, political, legal, regulatory, financial, technological, economic and natural and competitive environment whether that be internationally, regionally or locally.

The internal and external issues shall be monitored and reviewed at Management Review.

The Organisation shall ensure that an internal culture is developed with the goal of ensuring complete customer satisfaction; and to achieve this, the QMS documented processes provide the rules for everyone to follow and that external needs of interested parties and legalities are satisfied.

1.2. *Understanding the Needs and Expectation of Interested Parties*

Due to their effect or potential effect on T3 Security Ltd.'s ability to consistently provide Security Services that meets customer and applicable statutory and regulatory requirements.

The company has determined the interested parties relevant to the QMS, their requirements and the necessary controls required to meet the expectations of those interested parties.

The interested parties and their requirements shall be monitored and reviewed at Management Review.

1.3. *Determining the Scope of the Management System and the Exclusions*

Using a process approach and the internal and external issues identified in section 1.1 as well as the requirements referred to in section 1.2. T3 Security Ltd has determined the boundaries and applicability of its Quality Management System (QMS) to establish its scope, which is to provide "Door Supervision, Manned Guarding, Key Holding, Alarm Response, CCTV Services and Stewarding in accordance with the associated requirements of ISO9001, BS7858, BS7499, BS7958, BS10800 and BS7984".

This scope shall be documented and made available as necessary.

The activities of measurement resources, measurement traceability, and design and development of products and services are included within the scope of activities.

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'Design' is strictly limited to the development of security service provisions only including the creation of site/client specific assignment instructions and risk assessments. T3 Security do not design products.

Monitoring and measuring is undertaken by way of T3 Management measuring the security services being provided to clients only and uses a Balance Score Card (BSC) System to support this process. The BSC is utilized by the Board of Directors to determine if any changes and/or improvements are required to the T3 Security business operations.

These exclusions shall be considered at each Management Review Meeting and if applicable, shall be included within the Quality Management System and suitably documented.

1.4. The Quality Management System (QMS)

T3 Security Ltd has established, implemented, maintains and continually improves its QMS, including the processes needed, their interactions in accordance with ISO9001, BS7858, BS7499, BS7958, BS10800 and BS7984 and its scope of the QMS. The '**Appendix 1 – QMS Map**' demonstrates the interaction of its main processes.

T3 Security Ltd has identified the processes needed for its QMS and its application throughout the Organisation including inputs required and outputs expected from these processes, the criteria and methods needed to ensure effective operation and control of these processes, the resources needed for these processes and shall ensure their availability, the designation of responsibilities and authorities and the identification and addressing of risks and opportunities in accordance with the planning requirements. These processes shall be auditable to confirm they are being carried out as planned, evaluated, and any changes needed shall be implemented accordingly to ensure that the processes achieve the intended results.

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2. Leadership

2.1. *Leadership and Commitment*

The Executive Director shall demonstrate leadership, full responsibility, and commitment to its QMS by establishing, implementing, and maintaining policies and objectives, which include legal requirements and those of the customer and other interested parties are compatible with the strategic direction of the company.

The Executive Director shall ensure the implementation of the QMS requirements using a risk-based thinking approach to business processes that adhere to all requirements of the QMS and that the resources needed for the maintenance of the QMS are available.

The Executive Director shall communicate the importance of effective management and conformance to the QMS requirements and that the QMS achieves its intended outcomes. They shall direct and support their staff in their contribution to the effectiveness of the QMS and promote its continual improvement. They shall also support other relevant management roles in their contribution to the QMS and to demonstrate their leadership as it applies to their areas of responsibility.

2.2. *Policies*

2.2.1. *Quality Policy*

The Quality Policy is documented within T3-POL-0025. The policy is reviewed annually.

2.2.2. *Health & Safety Policy*

The Health & Safety Policy is documented within T3-POL-0018. The policy is reviewed annually.

2.2.3. *Environmental Policy*

The Environmental Policy is documented within T3-POL-0014. The policy is reviewed annually.

2.3. *Organisation Roles, Responsibilities and Authorities*

The Executive Director shall ensure that the responsibilities and authorities for the relevant roles are assigned, communicated, and understood within the organisation.

The organisation of the Quality Management System functions of T3 Security Ltd is shown in the organisation chart within Appendix 2. The Organisation Chart shall be communicated within the organisation and shows the departmental breakdowns within the company and not necessarily the seniority levels of one person or department compared with another. When business levels demand, there is a flexibility within management which allows personnel to deputise and assist in other departments.

All those persons with management responsibility shall demonstrate their commitment to the continual improvement of the QMS and shall ensure that any persons in the workplace take responsibility for aspects of the QMS over which they have control including adherence to the company QMS requirements.

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Executive Director

The Executive Director is the final authority and representative on all matters pertaining to the Quality Management System and for implementing the policies of T3 Security Ltd.

Regarding quality of service the Executive Director shall be responsible for: -

- a) The quality of work carried out by personnel within the Company.
- b) Verifying that all relevant approved policies and procedures are being complied with and that any complementary processes are raised, implemented, and updated.
- c) Ensuring that all personnel assigned to tasks are sufficiently experienced and qualified to carry out their job function.
- d) Ensuring the availability of resources essential to the implementation, maintenance, and improvement of the QMS.
- e) Ensuring that personnel are familiar with all relevant quality management procedures and processes and that they have ready access to them.
- f) Ensuring that all documentation is of the correct issue and that its disposition is controlled.
- g) Communicate the importance of meeting client requirements and ensure that applicable statutory and regulatory requirements are adhered to. They shall initially capture customer's current and changing needs and take these into account when implementing policy decisions.

The Executive Director is also the Management System Representative who, irrespective of their other duties, shall report on the performance of the QMS and opportunities for improvement, ensuring processes are delivering their intended output. They shall promote awareness of customer focus throughout the organisation ensuring that the requirements of ISO9001, BS7858, BS7499, BS7958, BS10800 and BS7984 are implemented and maintained. They shall report on the performance of the QMS to the relevant personnel, ensuring the integrity of the QMS when changes are planned and implemented, and he shall use the information as the basis for a quality improvement review.

The Executive Director shall ensure that all persons in the workplace take responsibility for all aspects of health & safety, and environmental issues over which they have control. They shall ensure that all staff are aware of the importance of conformity with the Environmental, Quality and Health & Safety Policies and Procedures, and with the requirements of the Quality Management System. The significant quality, environmental and health & safety aspects and related actual or potential impacts associated with their work including health & safety benefits of improved personal performance and the importance of their activities and behavior within their roles and responsibilities in achieving conformity with the requirements of the Quality Management System, and the potential consequences of departure from specified procedures.

They shall define roles, allocate responsibilities and accountabilities, and delegate authorities to facilitate effective management and ensure that this information is documented and communicated.

A subcontracted Business Consultant may be used to provide guidance and assistance to the Executive Director for the maintenance and progression of the QMS.

Those personnel with management responsibility shall demonstrate their commitment to continual improvement of the performance of the QMS.

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Operations Director

The Operations Director has the overall responsibility to ensure that all sales orders received by them, and other members of the Operations Team are understood and accepted and shall satisfy each customer as stated in the T3-POL-0025 – Quality Policy.

Head of Operations

Under the governance of the Operations Director, the Head of Operations shall ensure that all “operations” are conducted and delivered in strict accordance with the requirements of the Quality Management System. They shall be responsible for reporting of data and information relating to the delivery of services to enable the business to suitably monitor, measure and analyse performance against the requirements.

Operations Manager(s)

Under the governance of the Head of Operations, each of the Operations Managers shall ensure that all “operations” under their area of responsibility are conducted and delivered in strict accordance with the requirements of the Quality Management System. They shall be responsible for reporting of data and information relating to the delivery of their services to enable the Head of Operations to suitably monitor, measure and analyse performance against their requirements. This then allows the Head of Operations to have a business wider operational oversight where more informed measuring, monitoring and analysis can take place.

HR/Office Manager

The HR Manager is responsible for ensuring that all the sales invoicing, purchase invoices, suppliers’ payments, bank transfers/payments, reconciliation’s, debit and credit notes, accounts reports and wages, salaries, inland revenue and VAT returns, and they shall prepare the management accounts and balance sheets.

The Office Manager is directly responsible for the upkeep and maintenance of the Quality Management System. They shall ensure that all policies, procedures, and documentation satisfies the requirements of the ISO9001 standard and that all company requirements are clearly communicated to the employees of T3 Security Ltd.

The HR Manager is also the Screening Controller, and is responsible for the welfare of employees and the functions within the screening process.

Operational Staff (incl. but not limited to Door Supervisors and Security Guards)

The responsibilities of the ‘Operational Staff’ are the identification of and reporting of incidents/accidents at their assigned sites/venues and shall be responsible for the security and safety of our clients’ properties. They shall be responsible for coordinating a team of Security Personnel who shall periodically tour the assigned facility to identify any irregularities, observe protection and control equipment, uphold order, and enforce regulations for the facility regarding the premises, personnel, and visitors. These duties shall be carried out in strict accordance with the site-specific Assignment Instructions (AI’s) and Risk Assessments (RA’s).

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3. Planning

3.1. Risks and Opportunities

When planning for the QMS, T3 Security Ltd shall consider the issues referred to in section 1.1 and the requirements referred to in section 2.2 and determine the quality, environmental and health & safety risks and opportunities that need to be addressed to assure that the QMS can achieve its intended outcomes. This includes the employment of individuals whose career or history indicates that they would be unsuitable for the role, given that such employment might allow opportunities for illicit personal gain, or the possibilities of being compromised, or opportunities for creating any other breaches of security. That assurance includes the prevention or reduction of undesired effects and to achieve continual improvement. Therefore, T3 Security Ltd shall plan actions to address these risks and opportunities, how to integrate and implement the actions into the QMS processes and how to evaluate the effectiveness of these actions.

All actions taken shall be proportionate to the potential impact on the conformity of the services provided.

3.2. Business Objectives

The Executive Director shall set quality, safety, and environmental objectives at relevant levels of the organisation, which are consistent with the Quality, Safety and Environmental Policies including the commitment to the prevention of injury and ill health and will lead to continual improvement of the performance by T3 Security Ltd. They shall be deployed initially to the Operations Managers, for their contribution and then to the remaining personnel throughout the organisation so that all staff may contribute to their achievement.

The objectives, where practicable shall be documented as to what will be done, what resources will be required, the person(s) responsible, when it will be done and how the results will be evaluated.

Objectives shall be relevant to the conformity of products and services and to the enhancement of customer satisfaction.

Where practicable they shall be measurable for them to be effectively reviewed. These specific reviews shall be consistent with the Quality, Safety and Environmental policies and shall take into consideration the prevention of injury and ill health and relevant legal and other applicable requirements as well as continual improvements. The reviews shall also consider technological operations, financial operational and business resource requirements, the designation of responsibility and authority for achieving objectives at relevant levels by which the objectives are to be achieved and the views of interested parties.

The means and a timeframe of objective completion and a decision as to how the results shall be monitored, and evaluated shall be recorded. They shall also be regularly monitored and communicated at planned intervals by Senior Management as the method of assessing their success and time frames may be adjusted as necessary to ensure that objectives are achieved. Documented information shall be retained of the QMS objectives.

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The performance of the company through its QMS, policies and objectives shall be communicated to personnel at various levels of the organisation through such means as e-mails, staff memo's, team briefings, notice boards, hard copies, presentations and displays.

When T3 Security Ltd determines the need for changes to its QMS, the changes shall be carried out in a planned manner and shall take into consideration the changes and their potential consequences, the integrity of the QMS, the availability of resources and the allocation or reallocation of responsibilities and authorities. Any changes identified and implemented shall be communicated to all relevant staff and checked for effectiveness at the following audit.

Communications from external interested parties, shall be responded to appropriately and shall be documented at the appropriate management meeting.

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4. Support

4.1. *Document Management System*

T3 Security Ltd has determined the relevant documentation necessary for the effectiveness of the QMS based upon the requirements of ISO9001, BS7858, BS7499, BS7958, BS10800 and BS7984 and the QMS Procedures incorporate one or more of the clauses of these standards.

The structure of the QMS and associated Document Management System (DMS) is: -

- QMS Manual
- QMS Policies
- QMS Procedures
- T3 Standard Forms
- Contract Specific Assignment Instructions and Risk Assessments

A full list can be seen within 'T3-QM-0003 – Master Document

4.2. *Organisation Requirements and Legal Requirements*

The knowledge necessary for the operation of T3 Security Ltd.'s services is predominantly through the experience of the company products and services as well as awareness of current legal requirements.

When addressing changing needs, the Executive Director shall use and share the information to ensure conformity to product and service requirements.

All legislation and other requirements, which relate to the quality, environmental, health & safety aspects the activities conducted by T3 Security Ltd shall be identified. An up-to-date register of all relevant/applicable legislation and other requirements, shall be maintained and documented within 'T3-QM-0004 – Legal Register' and periodically reviewed, evaluating compliance with applicable legal requirements. The Legal Register shall be maintained in accordance with the document control of the company. It shall also ensure that those applicable legal requirements and other requirements to which the company subscribes are considered in establishing implementing and maintaining its QMS.

T3 Security Ltd shall communicate the relevant information on legal and other requirements to those persons working under the control of the organisation and other relevant interested parties.

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5. Operations

5.1. *Procedures*

Within the QMS, there are a suite of Standard Operating Procedures which provides guidance and governance to the respective interested parties to ensure compliance to the requirements of the QMS and industry standards.

This Manual and the QMS Procedures shall be reviewed both systematically and periodically to ensure the accuracy of their reflection of the Company's structure and business processes to meet the objectives of the Quality, Safety and Environmental Policies. The period for review and re-approval of these documents is at least once per year.

The latest issues of all QMS Procedures including this Manual and associated documentation are available electronically, therefore only the latest revision shall be available to view or print.

They shall be identified with a title, date, author and reference number and issue status. They shall be reviewed and approved for suitability and adequacy prior to release.

When changes are made to QMS documentation those changes shall be recorded, reviewed, and approved by the person who performed the original review and approval prior to issue, unless specifically designated otherwise. The designated person shall have access to pertinent background information upon which to base their review and approval. The integrity of the QMS shall be maintained whenever any changes to the QMS are planned and implemented.

When changes are made to system documentation, the Document Control Register (T3-QM-004) which identifies the document title, unique file reference number and issue status as well as authorised holders of specific document shall be revised, and the document shall be re-issued to the relevant personnel.

5.2. *Internal / External Communication*

T3 Security Ltd shall determine and implement effective arrangements for both internal and external communications with the overall aim of meeting customer requirements.

The T3 Security Senior Management Team shall determine the need for internal and external communications relevant to the QMS including what it will communicate, when to communicate and with whom, to ensure that the staff are aware of any relevant environmental aspects defined within the QMS. Statutory and legal requirements, and the effectiveness and performance of the QMS are communicated to the staff through appropriate means e.g., electronic media, staff memo's, notices, toolbox talks, and meetings.

5.3. *Employee and Customer Engagement and Feedback*

T3 Security Ltd shall determine and implement effective arrangements for employee/customer communication with the overall aim of meeting customer requirements and employee satisfaction.

Employee/Customer communication and satisfaction shall be facilitated by periodic meetings, site visits, toolbox talks, inductions, appraisals and satisfaction surveys relating to the services provided.

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The results from the analysis of data, the implementation of preventive actions and the measurement of defined quality objectives shall contribute to the development of the QMS. The continual improvements to the system shall be an ongoing process to ensure that maximum employee/customer satisfaction is obtained or exceeded.

5.4. Selecting, Monitoring and Evaluating External Providers

The services provided by 3rd party suppliers may influence the effectiveness of business operations at T3 Security Ltd. Therefore, all suppliers should be carefully selected, monitored and evaluated against the services provided to determine the risk to the business.

Dependent on the nature of the services provided and the risk presented to the business, T3 Security shall determine whether a particular supplier needs to provide or is exempt from completing a 'T3-FOR-0009 – Supplier Subcontractor Assessment'.

The assessment criteria are defined within the 'T3-FOR-0025 – Approved Suppliers List (ASL)'.

The external provider shall be performance assessed by way of monitoring via the appropriate senior manager who appointed their services. Performance assessment of external suppliers shall be documented as part of the internal auditing regime with subsequent Non-Conformances, Corrective Actions and/or Improvement Observations logged and actioned accordingly.

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6. Performance Evaluation & Improvement

6.1. *Monitoring, Measurement, Analysis and Evaluation*

The Executive Director or nominated deputy shall determine what needs to be monitored and measured, the methods for monitoring, measuring, analysing, and evaluating to ensure valid results; when the monitoring and measuring shall be performed, when the results from the monitoring and measurement shall be analysed and evaluated.

Appropriate checks shall be conducted throughout the Project Lifecycle to verify that the service requirements have been met and to demonstrate conformity of the service requirements provided and the performance against the stated objectives and targets.

The monitoring programme of regularly obtaining relevant measurement information shall be agreed with the relevant stakeholders, aligned to each of the company's contracts and shall be applicable to each employee as appropriate.

The performance of the processes shall be measured and monitored and evaluated to ensure effectiveness of the QMS and that optimum results of planned outputs are achieved. These processes shall be specified within the procedure and when those results are not achieved the appropriate correction and corrective action shall be taken.

T3 Security Ltd shall retain appropriate documented information as evidence of the results.

6.2. *Internal Audit*

The Executive Director shall establish, document, and implement an appropriate programme for audits to objectively evaluate the quality, safety, environmental and security aspects of the QMS to ensure its effectively implemented and maintained and conforms to the requirements of ISO9001, BS7858, BS7499, BS7958, BS10800 and BS7984.

The audit schedule shall be planned and take into consideration the status and importance of the processes and areas to be audited. The results of the previous audit shall influence the occasion for the next audit.

The person conducting the audit shall be independent of the activity or function being audited to ensure objectivity and impartiality. A subcontracted and qualified auditor may be used to assist with the audit schedule, however the primary persons responsible for carrying out internal audits is the Business Development Manager.

An audit schedule shall be implemented using the 'T3-FOR-0027 – Internal Audit Schedule'. The audit schedule shall be included as part of the agenda of the Board of Directors Management Review Meeting.

The audit scope shall be to include each of the QMS Procedures and Processes which shall be subject to audit at least once during the year, but successive audits may be conducted depending upon any risks identified or any adverse trends identified by previous audit results. Similarly, audits may be selected based upon the importance / risk to the specific area of the business' operations.

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The audit method shall be to use a checklist, which shall define the audit criteria and scope for each audit against each of the processes and it shall be at the discretion of the auditor to call up related Risk Assessments as appropriate. The auditor has the option to review the audit subject as a trail, thereby including other related processes, or to concentrate upon the procedure itself. Satisfactory results shall not preclude an audit of a procedure which has been included as part of a previous audit. Third party observations shall be included within the audit to ensure that non-conformities are not overlooked.

The audit criteria shall be to assess the compliance to documented instructions and the requirements of ISO9001, BS7858, BS7499, BS7958, BS10800 and BS7984 and relevant legal requirements. The criteria shall enable an objective view to be taken as to whether there is a serious risk to service conformity or customer satisfaction.

6.3. Non-Conformances, Corrective Actions, and Improvement Observations

Non-Conformances (NC's), Corrective Actions (CA's) and Improvement Observations (IO's) shall be captured on the Audit Report using 'T3-FOR-0036 – Audit Checklists' and then logged onto the 'T3-FOR-0037 – Non-Conformance Log'. Each NC, CA or IO shall be suitably addressed by giving them an 'action owner' and 'target completion date'.

The Business Development Manager is responsible for the ongoing monitoring and updating of the 'T3-FOR-0037 – Non-Conformance Log' and ensuring that action owners complete the allocated tasks/corrective actions. The Non-Conformance Log shall be periodically updated by the Business Development Manager as part of the ongoing management of the QMS.

6.4. Complaints and Compliments

All compliments and complaints shall be formally recorded using the 'T3-FOR-0014 – Compliments & Complaints Log'. The HR/Office Manager is responsible for the review, investigation and resolution of all complaints and compliments to detect and eliminate the existing and further potential causes of a nonconformance. Compliments and complaints shall be discussed during the management review meetings including the effect (if any) on the effectiveness of the QMS.

6.5. Continuous Improvement

The QMS shall be the subject of continual improvements based upon the analysis of the data obtained through the system development processes. The Quality, Safety and Environment Policies, results of Senior Management objectives, audit reports, corrective and preventive actions shall be included with the data.

T3 Security Ltd shall determine and select opportunities for improvement and implement any necessary actions to meet customer requirements and enhance customers satisfaction. Where necessary they shall include improving services to meet requirements as well as to address future needs and expectations, correcting, preventing, or reducing undesired effects and improving the performance and effectiveness of the QMS.

T3 Security Ltd shall consider the results of analysis and evaluation, and the outputs from management review to determine if there are needs or opportunities that shall be addressed as part of continual improvement.

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6.6. Management Review

Management Review Meetings shall be conducted by way of Senior Management Team (SMT) Meetings and by Board of Director (BoD) Meetings.

SMT's are to take place at least once per month, but with a preference for at least bi-weekly subject to holidays and business priorities.

Board of Director (BoD) Meetings are to take place at least once per annum.

Structured agendas are in place for Management Review Meetings with minutes taken for each event. The results of the meetings are reviewed and then communicated to the wider team as required and deemed appropriate.

The purpose of the meetings is to ensure the continuing suitability, adequacy and effectiveness of the system and review any business, quality, health & safety, or security objectives that have been identified throughout the last period. The agendas will typically include: -

- Internal and external issues.
- Requirements of interested parties.
- Internal system audits and audit scheduling.
- Communications from external interested parties, status of non-conformances including customer complaints, incident investigations, corrective actions, effectiveness of actions taken to address opportunities and trends.
- Performance of the System including customer satisfaction/customer feedback, the processes, services provided, performance of external providers, changes in internal and external issues relevant to the QMS, and the review of the objectives and the Quality, Safety and Environmental Policies and exclusions for suitability.
- Legal and other requirements.
- Visits from third parties.
- Risk Review and the context of the organisation
- Recommendations for improvements to the system and services, resources and
- any other business.

Informal management meetings will be held functionally on a regular basis to establish and review progress, program of ongoing business, quality, health & safety, security objectives and report the up-to-date status of the company and continuing development of the QMS.

The outputs from the management review shall include those related to continual improvement opportunities and any need for changes to the QMS.

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7. Appendices

Appendix 1 – QMS Map

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